

**UNITED STATES TRANSPORTATION COMMAND
(USTRANSCOM)**

**Solicitation SP4700-04-T-0013
Solicitation Issue Date: 23 February 2004**

**Information Technology (IT) Support of Selected
USTRANSCOM C4 Systems & Support Functions**

Released under FOIA 10-96
Full Release

SOLICITATION/CONTRACT/ORDER FOR COMMERCE				ITEMS		1. REQUISITION NUMBER		PAGE 89	
OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, AND 30									
2. CONTRACT NO.		3. AWARD/EFFECTIVE DATE		4. ORDER NUMBER		5. SOLICITATION NUMBER SP4700-04-T-0013		6. SOLICITATION ISSUE DATE 12-Feb-2004	
7. FOR SOLICITATION INFORMATION CALL		a. NAME LISA S. GOINS-BERNTSEN				b. TELEPHONE NUMBER (No Collect Calls)		8. OFFER DUE DATE/LOCAL TIME 23-Feb-2004 00:00	
9. ISSUED BY DLA ACQUISITION STAFF DIRECTORATE L GOINS-BERNSTEN, DSS-ACA, DLA SPT SVCS, 8725 JOHN J KINGMAN RD STOP 6220 FT. BELVOIR VA 22060-6221		CODE SP4700		10. THIS ACQUISITION IS <input checked="" type="checkbox"/> UNRESTRICTED <input type="checkbox"/> SET ASIDE: %FOR <input type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> SMALL DISADV. BUSINESS 8(A)		11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input type="checkbox"/> SEE SCHEDULE		12. DISCOUNT TERMS	
TEL:		SIC:		13 a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)		13 b. RATING		14. METHOD OF SOLICITATION <input checked="" type="checkbox"/> RFQ <input type="checkbox"/> IFB <input type="checkbox"/> RFP	
FAX:		SIZE STANDARD:							
15. DELIVER TO		CODE		16. ADMINISTERED BY					
SEE SCHEDULE				SEE ITEM 9					
17 a. CONTRACTOR/ OFFEROR		CODE		FACILITY CODE		18 a. PAYMENT WILL BE MADE BY			
TEL:						CODE			
17 b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER		18 b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18 a. UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM							
19. ITEM NO.		20. SCHEDULE OF SUPPLIES/ SERVICES				21. QUANTITY		22. UNIT	
		SEE SCHEDULE						23. UNIT PRICE	
								24. AMOUNT	
25. ACCOUNTING AND APPROPRIATION DATA								26. TOTAL AWARD AMOUNT	
27 a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4, FAR 52.212-3 AND 52.212-5 ARE ATTACHED.								ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED	
27 b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4, FAR 52.212-5 IS ATTACHED.								ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED	
28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN 2 COPIES <input checked="" type="checkbox"/> TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED HEREIN.				29. AWARD OF CONTRACT: REFERENCE <input type="checkbox"/> OFFER DATED YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:					
30 a. SIGNATURE OF OFFEROR/CONTRACTOR				31 a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)					
30 b. NAME AND TITLE OF SIGNER (TYPE OR PRINT)		30 c. DATE SIGNED		31 b. NAME OF CONTRACTING OFFICER (TYPE OR PRINT)			31 c. DATE SIGNED		
32 a. QUANTITY IN COLUMN 21 HAS BEEN <input type="checkbox"/> RECEIVED <input type="checkbox"/> INSPECTED <input type="checkbox"/> ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED				33. SHIP NUMBER		34. VOUCHER NUMBER		35. AMOUNT VERIFIED CORRECT FOR	
				<input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL					
32 b. SIGNATURE OF AUTHORIZED GOVT. REPRESENTATIVE		32 c. DATE		36. PAYMENT <input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL			37. CHECK NUMBER		
41 a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT				38. S/R ACCOUNT NUMBER		39. S/R VOUCHER NUMBER		40. PAID BY	
41 b. SIGNATURE AND TITLE OF CERTIFYING OFFICER		41 c. DATE		42a. RECEIVED BY (Print)					
				42b. RECEIVED AT (Location)					
				42c. DATE REC'D (YY/MM/DD)			42d. TOTAL CONTAINERS		

AUTHORIZED FOR LOCAL REPRODUCTION

STANDARD FORM 1449 (10-95)
Prescribed by GSA
FAR (48 CFR) 53.212

SECTION SF 1449 CONTINUATION SHEET

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1002	ITES IT PRODUCTS AND SERVICES		Lot		
	T&M - Base Period				

TOT ESTIMATED PRICE

CEILING PRICE

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1004	Other Direct Costs (ODCs)		Lot		
	COST - Base Period				

ESTIMATED COST

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2002	ITES IT PRODUCTS AND SERVICES		Lot		
	T&M - Option 1				

TOT ESTIMATED PRICE

CEILING PRICE

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2004	Other Direct Costs (ODCs)		Lot		
	T&M - Option 1				

TOT ESTIMATED PRICE
CEILING PRICE

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3002	ITES IT PRODUCTS AND SERVICES		Lot		
	T&M - Option 2				

TOT ESTIMATED PRICE
CEILING PRICE

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3004	Other Direct Costs (ODCs)		Lot		
	COST - Option 2				

ESTIMATED COST

DELIVERY INFORMATION

CLINS	DELIVERY DATE	UNIT OF ISSUE	QUANTITY	FOB	SHIP TO ADDRESS
1002	POP 01-APR-04 TO 31-MAR-07	Lot		Dest.	
1004	POP 01-APR-04 TO 31-MAR-07	Lot		Dest.	
2002	POP 01-APR-07 TO 31-MAR-09	Lot		Dest.	

2004	POP 01-APR-07 TO 31-MAR-09	Lot	Dest.	
3002	POP 01-APR-09 TO 31-MAR-11	Lot	Dest.	
3004	POP 01-APR-09 TO 31-MAR-11	Lot	Dest.	USTRANSCOM/TCJ6-R JAN ELLSWORTH 508 SCOTT DRIVE SCOTT AFB IL 62225-5357

INSPECTION AND ACCEPTANCE TERMS

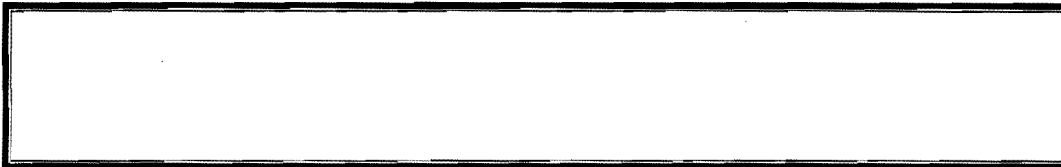
Supplies/services will be inspected/accepted at:

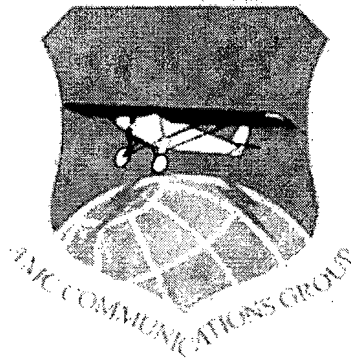
CLIN	INSPECT AT	INSPECT BY	ACCEPT AT	ACCEPT BY
1002	Destination	Government	Destination	Government
1004	Destination	Government	Destination	Government
2002	Destination	Government	Destination	Government
2004	Destination	Government	Destination	Government
3002	Destination	Government	Destination	Government
3004	Destination	Government	Destination	Government

CLAUSES INCORPORATED BY REFERENCE:

52.217-5	Evaluation Of Options	JUL 1990
252.245-7001	Reports Of Government Property	MAY 1994

CLAUSES INCORPORATED BY FULL TEXT





FY04 Performance Work Statement (PWS)

for

**Information Technology (IT) Support of Selected
C4 Systems and Support Functions for
USTRANSCOM and AMC/TACC**

Service Provider:

**Air Mobility Command Communications Group
(AMC CG)**

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TABLE OF CONTENTS

1.	GENERAL INFORMATION	5
1.1.	INTRODUCTION	5
1.2.	BACKGROUND	5
1.3.	OBJECTIVES OF WORK	6
2.	SCOPE OF WORK	6
2.1.	CONTRACT MANAGEMENT	7
2.2.	INFOSTRUCTURE SUPPORT	7
2.2.1.	TASK 2-1 - HQ NETWORK INFRASTRUCTURE FOR USTRANSCOM	7
2.2.1.1.	TECHNICAL ENVIRONMENT	8
2.2.2.	TASK 2-2 - UNCLASSIFIED OIS FOR USTRANSCOM	11
2.2.2.4.	TECHNICAL ENVIRONMENT	12
2.2.3.	TASK 2-3 - MAINTENANCE AND LOGISTICS FUNCTION	13
2.2.4.	HARDWARE CONFIGURATION MANAGEMENT & CONTROL FOR USTRANSCOM	17
2.2.4.1.	TASK 2-4.1 - IT ASSET PC MAINTENANCE (OPTIONAL)	17
2.2.4.2.	TASK 2-4.2 - IT ASSET INVENTORY CONTROL	18
2.2.5.	TASK 2-5 - AUDIOVISUAL/VIDEO TELECONFERENCING FUNCTION	20
2.2.5.1.	TASK 2-5.1 - FOR USTRANSCOM	20
2.2.5.2.	TASK 2-5.2 - FOR AMC/TACC (OPTIONAL)	21
2.2.6.	SPECIAL C4 SUPPORT FUNCTION	25
2.2.6.1.	TASK 2-6.1 - FOR USTRANSCOM	25
2.2.6.2.	TASK 2-6.2 - FOR AMC	28
2.2.7.	TASK 2-7 - SYSTEMS AUGMENTATION FUNCTION FOR SELECTED USTRANSCOM APPLICATIONS	29
2.2.8.	TASK 2-8 - DEFENSE MESSAGE SYSTEM (DMS) ADMINISTRATION	30
2.3.	INFORMATION PROTECTION (IP) FOR USTRANSCOM (CLIN 0003)	31
2.3.1.	TASK 3-1 - GENERAL IP	31
2.3.2.	TASK 3-2 - SCOTT AFB WAN/LAN SECURITY	32
3.	CONTINGENCY/EMERGENCY OPERATIONS SUPPORT (CLIN 004)	33
4.	CONTRACTOR TRAVEL (CLIN 0005)	34
5.	MISCELLANEOUS AND OTHER DIRECT COSTS (CLIN 0006)	34
6.	PERIOD OF PERFORMANCE	34
7.	DELIVERABLES	34
7.1.	PERFORMANCE OBJECTIVES	35
7.2.	PHASE-IN/OUT	36
8.	PLACE OF PERFORMANCE	36

9.	HOURS OF OPERATION	36
10.	GOVERNMENT-FURNISHED PROPERTY	36
10.1.	FACILITIES	36
10.2.	OFFICE FURNISHINGS	36
10.3.	TOOLS	36
10.3.1.	NETWORK MANAGEMENT TOOLS	36
10.3.2.	INVENTORY TOOLS	37
11.	CONTRACTOR-FURNISHED FACILITIES, SUPPLIES AND SERVICES	37
11.1.	STAFFING PROFILE	37
12.	PERSONNEL	37
12.1	KEY PERSONNEL	37
12.1.1.	PROJECT MANAGER	38
12.1.2.	SENIOR NETWORK ADMINISTRATOR (SNA) "TECHNICAL LEAD"	38
12.1.3.	OTHER THAN KEY PERSONNEL	39
13.	SECURITY REQUIREMENTS	39
	QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)	40

DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

I. GENERAL INFORMATION

I.1. INTRODUCTION

The Air Mobility Command Communications Group (AMC CG) is the service provider in this SOW. AMC CG's mission is to provide command, control, communications and computer (C4) systems support to the U. S. Transportation Command (USTRANSCOM), Air Mobility Command (AMC), the Tanker Airlift Communications Center (TACC), and worldwide aerial ports. With over 600 personnel, the CG oversees the operation of over \$1B in assets supporting over 65,000 users worldwide. The CG plans, develops, installs, operates and maintains C4 systems supporting these organizations' missions, as follows:

USTRANSCOM's mission is to provide air, land, and sea transportation for the Department of Defense (DoD) both in time of peace and time of war. To meet this mission AMC provides support to TCJ6 for selected C4 and support functions to the Commander, USTRANSCOM, in the performance of the command's mission to meet national security objectives; to provide and maintain the most modern, fully mission capable C4 systems for USTRANSCOM; and to ensure suitability for and interoperability among its components and the supported commanders in peace and war. These selected C4 systems and support functions for which AMC is responsible are comprised of informational services to USTRANSCOM, providing 24 hours per day/7 days per week rapid access to critical information needed to plan, provide, and control a wide range of air, land, and sea transportation.

TACC is AMC's sole Air Operations Center. Its global reach mission is to size, source, and task AMC deployable communications, visual information and combat camera assets in support of AMC global operations. TACC manages radio frequency assignment for AMC airborne platforms and mission support forces operating worldwide.

I.2. BACKGROUND

In the past, USTRANSCOM provided their own information technology (IT) support of selected C4 support systems and services. In an effort to reduce overall C4 costs in FY04, USTRANSCOM consolidated/relinquished operations and maintenance (O&M) oversight of selected C4 functions to AMC CG. The CG's 868th Communications Squadron (868 CS) established the Joint C4 Support Flight (SCU) to facilitate oversight of the following O&M assets: flag support, audiovisual/video teleconferencing (AV/VTC), IT asset (PC) maintenance and inventory control, information protection, and infrastructure for the classified and unclassified Local Area Network (LAN) segments.

For the clarification of this SOW the following definition of Local Area Network (LAN) is provided: A LAN is an architecture of hardware, connected by an operating system, that allows for the interconnecting of multiple users through standard Office Information System (OIS) applications. The USTRANSCOM C4 environment interfaces with numerous on-site and remote commercial, DOD, service, and common-user networks (i.e., SIPRNET, NIPRNET, and the Scott AFB LAN/WAN/MAN). A myriad of applications make use of the USTRANSCOM C4 infrastructure providing access and services to the USTRANSCOM user community.

The selected existing USTRANSCOM LANs, provided to TCJ6, are comprised of three operating systems (Sun UNIX, Windows NT, and Windows 2000). The diversity of the applications riding the USTRANSCOM/J6 supported LANs (C2 systems, information management systems, mail/message systems, and security systems) compound the integration of new system requirements. The information security environment on the segments of the USTRANSCOM/J6 supported LAN is a unique integration of products demanding a high degree of technical capability.

I.3. OBJECTIVES OF WORK

The overall objective of this contract is to provide selected C4 systems and function support. Specific deliverable requirements include:

- Provide all C4 network O&M functions for installing components, operating, maintaining, troubleshooting, and diagnosing network problems on USTRANSCOM's classified/unclassified networks.
- Provide unclassified OIS (U-OIS) support to USTRANSCOM to include, but not limited to: operations,

technical services, and network administration.

- Provide life cycle support for USTRANSCOM C4 infrastructure located at Scott AFB and C4 hardware.
- Provide IT asset inventory accountability, receipt, and turn-in of all C4 USTRANSCOM equipment with 95% accuracy.
- Provide PC maintenance for USTRANSCOM IT assets.
- Provide operational support for audiovisual systems in USTRANSCOM command conference rooms, operational support as directed by the government for a desktop VTC system, dial-up VTC Systems and a secure/unsecured Studio VTC System with a minimum of 95% availability, 24 hours per day/7 days per week.
- Provide AV/VTC support to AMC/TACC conference rooms (troubleshooting, maintenance, repair, operation and training) with 90% compliance rate.
- Provide special C4 support to USTRANSCOM's and AMC's senior-level executives/immediate support staff.
- Provide systems augmentation for USTRANSCOM's U-OIS
- Provide DMS administration for USTRANSCOM.
- Provide information security mechanisms and execute IP processes and processes for USTRANSCOM to include detection and correction of viruses and other security hazards. Provide an IP function responsible for assistance in architecture review and investigation and resolution of security-related issues and incidents involving the Scott AFB WAN/LAN.
- At increased levels of operation, provide 24-hour continuous C4 support

2. SCOPE OF WORK

The contractor shall provide the necessary trained and fully qualified personnel, supervision, task management, and technical services, required for the successful accomplishment of the requirements of this contract. The contractor is responsible for providing trained, fully qualified personnel, possessing journeyman-level experience and expertise in the U-OIS used by USTRANSCOM. Occasionally, and as agreed upon, the contractor may be permitted to attend government provided training on-site, user orientation sessions regarding U-OIS. An example would include the transition to a new version of base-directed software (e-mail). Requirements for this contract are envisioned to be primarily on-site but could extend to remote site interfaces and support. The contractor shall provide all of the requirements described in the SOW during the life of the contract. Future enhancements may be identified through contract modification. To ensure the various components operate as designed, the contractor shall follow the original equipment manufacturer's (OEM) recommended maintenance procedures set forth in the OEM O&M manuals. The contractor shall meet or beat the response, and mean-time-to-repair (MTTR) times as stipulated in this SOW. Specific requirements include: periodic and required maintenance; on-site troubleshooting and fault isolation; equipment repair or swap, including adequate spares; log of trouble calls with corrective actions taken; monthly summary reports and status reports of systems; coordinate, set-up, C4 equipment operations; equipment accountability reports; and security incident reports, recommendations, evaluations, briefings, training, and special C4 support for AMC command's senior personnel.

The complexity and size of this effort requires that all tasks shall be performed under the management and direction of a Program Director and Project Manager. Each task area will have a designated lead or "Key" individual. The required tasks under this SOW are listed below.

2.1. CONTRACT MANAGEMENT

The contractor shall provide all deliverables listed in paragraph 7, referenced documents, and contractor-developed and government approved plans, schedules, and milestones. The contractor shall meet stated government requirements and milestones. If milestones are missed, the government must be notified in writing within 24 hours of the missed deadline. A Monthly Letter Status Report summarizing work performed shall be provided to the government no later than the 15th of the following month. A Program Review shall be provided to the government each quarter of the fiscal year.

The contractor shall provide a Program Director to provide oversight of contract requirements and employees.

The Project Manager is the authorized point of contact (POC) with the government COR. Responsibilities include, but are not limited to, assist the Program Director, interface with government management personnel, staffing of all tasks, formulate and enforce work standards, assign schedules, review work discrepancies, communicate policies, purposes, and goals of the organization to subordinates.

Deliverable: Monthly Status Report

2.2. INFOSTRUCTURE SUPPORT

2.2.1. Task 2-1 - HQ Network Infrastructure for USTRANSCOM

The contractor shall provide a C4 Network Infrastructure function responsible for maintaining, designing, installing components, troubleshooting and diagnosing network problems on USTRANSCOM's classified and unclassified networks. On-site hours are from 7:30 a.m. to 4:30 p.m., Monday through Friday, and on-call from 4:31 p.m. to 7:29 a.m., Monday through Friday, as well as on-call 24 hours per day during weekends and holidays. Response time during on-call periods shall be no more than 2 hours to on-site work start. The contractor shall provide 7/24 coverage during exercise/contingency operations. The contractor shall be responsible for operations and maintenance of USTRANSCOM's classified and unclassified networks. Duties require identification, testing, evaluation, documentation, installation, maintenance, and configuration of network infrastructure hardware/software while monitoring and documenting network connectivity. These duties include troubleshooting inter-building connectivity between Buildings 1900, 1911, 1961, 1575, 505, P5, P61, 1600, 1700, P40, 750, Senior Officer Quarters, and other buildings as assigned. The contractor shall provide consultation and make recommendations as to future infrastructure design and needed capabilities for the Defense Transportation Systems, to include the USTRANSCOM Enterprise Architecture To-Be model. Design, engineer, and plan overall site activities, including inside and outside plant specifications, equipment room layouts, and network infrastructure hardware configuration. Formulate logical designs of network problems and devise procedures for solutions to the problems. Provide technical documentation activities and determine documentation specification methods and technical support manuals. Perform trend analysis in order to be proactive to network integration issues

The contractor shall provide Domain Name Server (DNS) and Simple Mail Transfer Protocol (SMTP) functions for classified and unclassified USTRANSCOM networks. This includes configuration and maintenance of the government designated DNS servers, maintaining DNS entries, and coordinating with outside agencies for DNS issues and SMTP relaying. The contractor shall maintain inbound and outbound SMTP Gateway servers to support email traffic to and from the unclassified TRANSCOM.MIL domain. The contractor shall also perform functions to support both classified and unclassified USTRANSCOM networks. This also includes tracking IP addresses, issuing IP addresses for new equipment/workstations and coordinating IP address issues with outside agencies. The contractor shall identify a Lead Network Integration Engineer to serve as a focal point for infrastructure services. The contractor shall provide network infrastructure support for the Technical Review Board, technical evaluation process. The contractor shall review and comment on a network centric Communications Systems Requirements Document (CSRD). The contractor will be the single point of contact for all networking issues with DISA, Scott AFB, AMC, MTMC, and MSC as it applies to USTRANSCOM's networks. The contractor shall attend meetings held at USTRANSCOM and/or other locations as identified by the government, and provide summary/detailed results/impact of meetings upon request by the government with an estimated six to eight reports required. The government estimates six to eight trips to remote sites will be required for infrastructure support. Attendance by the contractor personnel at meetings held in the local area shall be at no additional cost to the government. All government required meetings would generally take place during normal duty hours, 7:30 a.m. to 4:30 p.m., Monday through Friday.

Deliverable: Conference Minutes
Travel Expense Report

2.2.1.1. Technical Environment

Contractor personnel shall have desired experience in the following systems, software and hardware, which includes, but is not limited to:

Hardware:

- Cisco 7505, 7507, 7513 Routers
- Cisco 2511 Routers
- Cisco 4000, 4500, 4700 Routers
- Cisco Catalyst 1200 Ethernet Switch
- Cisco Catalyst 2900 series switches
- Cisco 1500 series hubs and switches
- Cisco Catalyst 5000 and 5500 Ethernet Switches
- Cisco AS5248 Universal Access Server
- Cisco Local Director LD-400 series switch
- Cisco Catalyst 6500 with MSFCs
- Cisco 11000 Content Server Switch
- Cabletron MMAC-8 Ethernet Hubs
- Cabletron MMAC-3 Ethernet Hubs
- Cabletron ESX-1380 Switch
- Fore ASX-1000 ATM Switch
- Fore ASX-1200 ATM Switch
- Fore ASX-4000 ATM Switch
- Fore ASX-200BX ATM Switch
- Fore Power Hub 8000 Fast Ethernet/Ethernet Switch
- Marconi NSX9500
- Fore ES3810 Ethernet Switch
- Fore ESX-3000 Switch
- Fore LE155 ATM Switch
- Fore AVA 300 Video Encoders
- Fore ATV 300 Video Decoders
- Sun Workstation/Server
- 3COM 6500 Switches
- 3COM LanDesk Switch
- Allied Telesyn 10/100 Switches

Operating System Software

- Terminal Access Controller Access Control System (TACACS)
- Hewlett Packard (HP) Open View Version 6.x
- Apache Web Server
- Perl
- Multi Router Traffic Grapher (MRTG)
- Microsoft Access
- Bind Version 8.0 and above
- Sendmail Version 8.0 and above
- Red Hat Linux 7.0 and above
- Open BSD 2.8 and above
- IP Ultra Scan 2000
- Remedy
- Whats Up Gold Version 6.0 and above
- Visio 2000
- HP Network Node Manager
- Cisco Works
- Cisco Internet Operating Software (IOS) Version 11 or greater

Fore Internet Operating Software (IOS) Version 5 or greater
Foreview Foundation 1.0
Microsoft NT Server Software
Windows 2000 Server/Client
Solaris 7.0 and above
Network Associates Sniffer Pro
Secure Shell (SSH)

Test Hardware:

Siecor OTDR (Optical Time Domain Reflectometer)
Siecor Fiber Optic Talk Set (Single Mode)
Siecor Single Mode Fiber Identifier
Network General Ethernet Sniffer
Network General ATM Sniffer
Microtest Penta Scanner Plus
Microtest MT350
Network Communications Corporation Network Probe 7100
LAN CAT tester
Fusion Splicer
Visual Fault Locator

Other Protocols Used:

Transmission Control Protocol /Internet Protocol (TCP/IP)
Fiber Distributed Data Interface (FDDI)
Asynchronous Transfer Mode (ATM)
Novell Link Support Protocol (NLSP)
Novell Internetwork Packet Exchange/Sequenced Packet Exchange (IPX/SPX)
Ethernet 802.3 and Ethernet 802.2 (IPX/SPX)
Open Shortest Path First (OSPF)
Border Gateway Protocol (BGP)
Integrated Services Digital Network (ISDN)
Point-to-Point Protocol (PPP)
Synchronous Optical Network (SONET)
Dense Wavelength Division Multiplexing (DWDM)
Challenge Handshake Authentication Protocol (CHAP)
Password Authentication Protocol (PAP)
Private/Public Network Node/Network Interface (PNNI)
User Network Interface (UNI)
Virtual Local Area Network (VLAN)
Emulated Local Area Network (ELAN)
Spanning Tree Protocol (STP)
Hot Standby Routing Protocol (HSRP)
Virtual Private Network (VPN)
Interim Local Management Interface (ILMI)
LAN Emulation (LANE)
Wireless Ethernet (802.11a,802.11b)
Fiber Channel (FC)
Simple Mail Transfer Protocol (SMTP)
Domain Name Service (DNS)
Simple Network Management Protocol (SNMP)
Windows Internet Naming Service (WINS)

Other Core Technologies:

Ethernet (10BaseT, 10BaseF, 100BaseT, 100BaseF, 1000BaseFX, 1000BaseSX, 1000BaseT)
Fiber Distributed Data Interface (FDDI)

- Asynchronous Transfer Mode (ATM)
- Content Delivery
- Storage Area Network (SAN)
- Switched, routed, and bridged services
- Network Address Translation
- IP Network/Subnetwork design and management
- Remote Dial-in Access (Analog and Digital)

2.2.2. Task 2-2 – Unclassified OIS for USTRANSCOM

2.2.2.1. According to the NCC Concept of Operations (CONOPS) published by the Air Force Communications Agency (AFCA), the NCC at each base should be responsible for the operation and maintenance (O&M) of the base Office Information System (OIS) for all base organizations including tenant units. In order to comply with the NCC CONOPS, and in concurrence with USTRANSCOM, the Scott AFB NCC is assuming control of the USTRANSCOM unclassified OIS and is hiring contract support in order to have the resources to provide a high level of service.

2.2.2.2. Within four days of award, the contractor shall meet with AMC to: (1) clarify work requirements, (2) clarify points of contact for the tasks described in this SOW, and (3) request additional information required to accomplish the tasks in this SOW.

2.2.2.3. The contractor shall provide an unclassified OIS function responsible for USTRANSCOM's unclassified OIS administration and operations. On-site hours are from 6:00 a.m. to 4:30 p.m., Monday through Friday, and on-call from 4:31 p.m. to 5:59 a.m., Monday through Friday, as well as on-call 24 hours per day during weekends and holidays. Response time during on-call periods shall be no more than 2 hours to on-site work start. The government reserves the right to extend the on-site hours during contingencies or network emergencies not to exceed the limits established in paragraph 3. Duties require identification, evaluation, documentation, installation, and configuration of unclassified hardware/software to meet user needs and will ensure all services are available as required. Establish detailed fault management, configuration control, and performance monitoring to support USTRANSCOM users. This function is responsible for activation, back-up, deactivation, and restart of unclassified OIS resources/services; problem isolation and correction; certification/recertification actions, and advice on operational impacts of network expansions, additions, upgrades, and reconfigurations in hardware/software suites. This function is responsible for stopping and starting on-site servers; identifying and correcting system problems; identifying and correcting workstation problems; performing system backups; configuring and maintaining mail system and printing facilities; recovering system files when necessary; performance monitoring and tuning; configuration control; establishing user accounts and permissions; analyzing the impact of system software releases and reconfigurations of server software. The contractor shall identify a lead administrator to the government to serve as a focal point for unclassified OIS services. The contractor shall attend meetings held at USTRANSCOM and/or other locations as identified by the government, and provide summary/detailed results/impact of meetings upon request by the government with six estimated reports per year. The government will fund for travel as outlined in the Joint Travel Regulation. The government estimates two trips to remote sites per year for OIS support. Attendance by the contractor personnel at meetings held in the local area shall be at no additional cost to the government. All government required meetings would generally take place during normal duty hours, 7:30 a.m. to 4:30 p.m., Monday through Friday.

2.2.2.4. Technical Environment

In supporting this function, the contractor is responsible for providing trained, fully qualified personnel, possessing journeyman-level experience and expertise in the following systems, equipment, hardware and software. This list includes, but is not limited to:

Hardware:

- Dell PowerEdge 2550
- Dell PowerEdge 6450 Raritan Remote KVM Module
- Gate way E-3100 & E-3400
- Gateway PCs 4100/4200
- Data General AV 3704R
- Data General AV2800R
- Data General AV 2700R
- DLTI000 Tape Library
- SMS Data Products CD Towers
- HP Visualize 360
- HP Laserjet 4 Series
- HP LaserJet 5 Series
- HP LaserJet 1170C
- HP LaserJet 1200C
- HP LaserJet 1600C
- HP Laserjet 2000 Series
- HP LaserJet 4000 Series
- HP Laserjet 5000 Series
- HP Laserjet 8000 Series
- HP 340 Deskjet
- HP 6250 Scanner

Operating System Software:

- 41 icrcts oil NT: Server and Workstation, 1⁷er 4.0
- Microsoft Windows 2000: Server and Workstation
- Microsoft Win do 'tw 95
- Microsoft DOS; V'er 6.22

Application Software:

- Netscape Communicator; Ver 4. 76
- Microsoft Office; Ver 95
- Microsoft Office; Ver 97
- Microsoft Project; Ver 4.0
- Microsoft Project 98 & 2000
- Microsoft Visio 2000, Ver 6.0
- Microsoft Outlook 97, Vax ItO? and 8.03
- Microsoft Outlook 98, Va 8.YA 5104.6
- Microsoft Outlook 2000
- Blackberry Desktop Manager, Ver 2.0.0.35
- BMC Patrol, Vet 3.14

Microsoft Exchange Server, Ver 5.5 & 2000
 Microsoft Exchange Server Administrator, Ver 5.5 & 2000
 infinite I've b/l fail, I/er 3.61
 IBM Landesk Manager, Vers 6.2 and 6.4
 WhatsUp Gold, I/er 3.5
 Navisphere Manager, I/er 3.01.03
 Winiip, I/er 6.3
 ArcServeIT, I/er 6.61
 Remedy Action Request System, I/er 4.00.02
 Microsoft Exchange Server Administrator, I/er 3.5
 Rightrix Ver 6.0
 Quota Advisor, Ver 4.0
 SoftKey, Calendar Creator Plus; I/er 2.0
 JetForm, FormFlow; I/er 2.1

Deliverable: Conference Minutes
 Travel Expense Report

2.2.3. Task 2-3 - Maintenance and Logistics Function

The contractor shall provide life cycle support for the USTRANSCOM C4 infrastructure located at Scott AFB IL and support the DECC-St. Louis site and the JOPES Training Organization (JTO) located at Fort Eustis VA.

Equipment maintenance will be divided into three repair categories: Mission Critical (MC), Mission Essential (ME), and Mission Support (MS). These three categories are defined in paragraphs 2.2.3.1, .2, and .3. USTRANSCOM will modify the equipment within these three categories as requirements change. An equipment list for each category will be maintained and referred to as B-1, B-2, and B-3 Tables. USTRANSCOM will coordinate all additions and deletions to these tables. The contractor shall negotiate a reoccurring monthly charge for Mission Critical and Mission Essential equipment. Mission Support (MS) items will be charged on a per-call basis.

The maintenance concept is isolation and replacement of faulty component, module, or line replaceable unit (LRU), or isolation of a software fault. If repair times indicated for each maintenance category cannot be met, the contractor shall provide like replacement equipment at no additional cost until repairs are made and equipment is reinstalled. If replacement equipment is defective and causes other system equipment to fail, then the cost of repair or failure shall be borne by the contractor. For the Mission Support maintenance category, there may be occasional situations where the government will waive the specified repair times. This will occur when there is no impact on the mission and it is cost advantageous for the government to wait for the shipment of replacement parts. Mean time to repair (MTTR) is defined as time to isolate fault, obtain and replace failed part, test and adjust as necessary to meet the system specifications, and restore to full operation. During fault isolation (troubleshooting), if the contractor determines the fault is with software, the contractor shall immediately notify the government and follow up with a software incident report. There is no prescribed format for the software incident report, although the software incident report must include: the serial number and description of the hardware device, the start date and completion date of the troubleshooting session, the hardware services that were performed, identification of the software causing the problem, and an explanation of the probable cause for the error. The principal period of maintenance (PPM) shall be 7:30 a.m. to 4:30 p.m. local time, Monday through Friday, excluding holidays. Outside principal periods of maintenance (OPPM) shall be 4:31 p.m. to 7:29 a.m., Monday through Friday, and 24 hours per day for all weekends and holidays.

2.2.3.1. Mission Critical (MC)

The maintenance concept for hardware designated MC is same-day service. Same-day service applies regardless of notification of time, either during PPM or OPPM. The maximum contractor response time from government notification to on-site work start is 4 hours with a MTTR of 2 hours. Unused portion of the response time may be added onto the MTTR. For example, if the contractor responds to an MC call within an hour, the remaining 3 hours

of response time shall be added onto the MTTR to give a total MTTR of 5 hours. The total equipment downtime (response time plus repair time less any government caused delays) shall not exceed 6 hours. The government estimates approximately eight calls per year with initial government notification during OPPM with a required response within OPPM.

2.2.3.2. Mission Essential (ME)

For ME hardware called out during PPM, the maximum contractor response time, from government notification to work start on location, shall be no later than the beginning of the next PPM. If notified by the government during OPPM, the contractor shall respond no later than 12 hours from government notification or the start of the next PPM, whichever is greater. The MTTR is 2 hours. Unused portion of the response time may be added onto the MTTR. The government estimates approximately eight calls per year for OPPM.

2.2.3.3. Mission Support (MS)

MS hardware includes all USTRANSCOM IT assets on the inventory that have not been explicitly designated as MC or ME. The government will provide the IT asset inventory listing to the contractor by a contract modification on a monthly basis if changes have been made. For MS hardware, the contractor response time from government notification is 24 hours to start work on location, excluding weekends and holidays. MTTR is within 48 hours, excluding weekends and holidays, after work start. Unused portions of the response time may be added onto the MTTR. Maintenance under this category shall not be required during other than PPM periods. MS equipment is "per call" and includes labor, materials, tools, diagnostics, test equipment, documentation, and travel. Parts are cost-reimbursable; however, the government reserves the right to provide the contractor required parts. The government estimates approximately 125 calls per year. As previously stated, there may be occasional situations where the government will waive the specified repair time. This will occur when there is no impact on the mission and it is cost advantageous for the government to wait for the shipment of replacement parts.

A designated government individual will authorize estimated repair costs over \$500 in writing.

2.2.3.4. Credits

No credit shall accrue to the government during a government-directed deferred maintenance period. Downtime credits shall not be assessed to the contractor when contractor personnel are ready to commence repair of a "DOWN" device, node, or system, and the government site manager temporarily elects to operate in a degraded mode of operation. Maintenance credits will be taken at the end of the month for the prior month's credits and applied to the current invoice.

2.2.3.5. Time to Repair (Mission Critical and Mission Essential)

Remedial maintenance shall be performed upon notification that the component is inoperative. The component shall be repaired and returned to the government in proper operating condition within the time(s) specified in paragraphs 2.2.3.1 and 2.2.3.2. Failure to comply with this requirement will result in maintenance credits on the basis of 1/31st of the component's total monthly charge (as indicated in tables B-1 and B-2) for each day (24-hour period) the component is inoperative, and for any other component that is not usable as a result thereof. The credit for the other components will be calculated on the same basis as the affected component. Maintenance credits for inoperative periods less than whole days shall be prorated hourly. Maintenance credits for Mission Essential and Mission Critical components shall be computed from the time the government notifies the Contractor that a component is inoperative.

2.2.3.6. Time to Repair (Mission Support)

Remedial maintenance shall be performed upon notification that the component is inoperative. The component shall be repaired and returned to the government in proper operating condition within the time(s) previously specified in paragraphs 2.2.3.3. Failure to comply with this requirement will result in maintenance credits on the basis of 1/31st of the mission support per call price for each day (24-hour period) the component is inoperative. The credit due the government for each component repair time missed shall not exceed the mission support per call price. Maintenance credits for inoperative periods less than whole days shall be prorated hourly. Maintenance credits for Mission Support components shall be computed from the time the component should have been repaired as indicated in paragraph 2.2.3.4.

2.2.3.7. Hardware Maintenance

Hardware maintenance shall include those actions to keep hardware components operating within functional and design specifications and isolate faults to include isolation of a software failure. The contractor shall be responsible for damage to the equipment as a result of improper maintenance or repair procedures. Maintenance includes the server computers, client workstations, associated peripherals, computer-driven projection equipment, audiovisual equipment, and USTRANSCOM LAN components (concentrators, routers, bridges, transceivers, hubs, repeaters, cable plant, servers, workstations, etc.), all located on Scott AFB. The types of maintenance shall include hardware upgrades, remedial, and on-call. Hardware upgrades include installing additional memory, peripheral devices, processors, and hardware reconfiguration as required. Remedial maintenance includes unscheduled maintenance to correct malfunctions and restore operation. On-call maintenance requires personnel to respond to the operating location within the response times specified in this statement of work.

2.2.3.8. Tracking Maintenance Actions

The contractor shall report and track all maintenance actions, e.g., remedial, hardware upgrades, and configuration changes using the trouble ticket information.

Deliverable: Maintenance Report

2.2.3.9. Performance

The contractor shall meet the response and repair times given for all hardware. The contractor shall record in the Monthly Letter Status Report, by equipment category, the number of notifications, number of maintenance actions, and the number of times that the response times were met during PPM and OPMP. The contractor shall also report, by equipment category, the times the MTTR was met, and the times when MTTR was not met. Reporting periods are from first to last day of each month. The contractor shall not be penalized for failing to achieve MTTR for those MS calls in which government personnel waived the repair time requirements. The contractor shall provide the government with a local or toll-free telephone number(s) for the activation of service calls at time of contract start.

Deliverable: Monthly Status Report

2.2.3.10. Parts Replacement

The contractor shall only use OEM or equivalent quality replacement parts for MC/ME hardware. The contractor shall notify the government in writing prior to installation whenever other than OEM parts are used for MC/ME equipment. The contractor shall, at the discretion of the government, demonstrate "equivalency" (i.e., test reports, OEM certifications, etc.) when non-OEM parts are used for MC/ME hardware. The contractor shall ensure that all MC/ME replacement parts meet or exceed OEM revision level at the time of installation. Mission support equipment shall be repaired in the most cost-effective manner. Most cost-effective includes the use of OEM parts, OEM exchange parts, and non-OEM parts that provide the same "functionality" as the OEM parts when approved by the government based on age of equipment, life cycle, and new purchase cost. If the government provides replacement part, the defective part remains the property of the government. If the contractor provides replacement part, the defective part becomes the property of the contractor unless the defective part is part of a classified system. Should it become necessary for the contractor to send the part out for repair, the contractor shall be responsible for the equipment from the time it leaves the government site until it is reinstalled at the government location in proper operating condition. If a contractor's spare inventory part is used to meet the MTTR and the removed part is repairable, the contractor shall repair the removed part and return it to the contractor's spare inventory. These parts shall not be used for mission support cost-reimbursable parts. If used to meet the MTTR for mission support, the part shall be at no cost to the government.

Repair/replacement of classified parts shall be done in the presence of government personnel. All security measures must be met.

Changes in the USTRANSCOM C4 configuration as covered by this SOW; e.g., disks, tape drives, servers, hubs, concentrators, routers, bridges, in-house cabling, and others, shall be performed by the contractor. Cabling changes that may impact intrabase cable shall always be coordinated with the government. Work performed shall be recorded on the contractor's work order forms. The contractor shall within 5 work days provide all information relating to the configuration changes so that USTRANSCOM/TCJ6 can update and document the changes to the

USTRANSCOM LAN "as built" drawings and ClickNet system architecture drawings in TCJ6-AA. The contractor may add additional pages, as necessary, for proper documentation.

Deliverable: Maintenance Report

2.2.3.11. Maintenance Rates for Less Than 1 Month

Maintenance charges for fractions of a calendar month shall be computed at the rate of 1/31st of the monthly maintenance charge for each calendar day the equipment was installed.

2.2.4. Hardware Configuration Management and Control for USTRANSCOM

2.2.4.1. Task 2-4.1. – IT Asset (PC) Maintenance (Optional)

The government may elect to activate positions for PC Maintenance.

This pertains to maintenance responsibility for the HQ USTRANSCOM unclassified Local Area Network (LAN) IT asset at the customers' desktop level—including daily oversight of all maintenance of hardware included in the B-1, B-2, and B-3 tables (para 2.2.3). PC Maintenance office will be manned during normal duty day, primary hours of operation—7:30-4:30, Monday-Friday. During real-world events, contingencies, or exercises, operations may be extended to 24 hours a day/7 days a week to provide necessary support, or as requested by AMC. Duties require contractor to:

- Test, configure, install, troubleshoot, diagnose, and maintain workstations and all stand-alone computer systems and maintain the laptop loaner program
- Maintain software driver library
- Use the REMEDY software application program to coordinate, record, and monitor all trouble calls (averages 93/month) made to the command Help Desk
 - o With regard to only service calls, transports equipment between six buildings
- Image (install software and hardware upgrades to all new/existing computers--estimated 1,600 users--averages 30 minutes/6 computers)
- Ensure all excess computer equipment is re-imaged and/or wiped IAW proper security practices and turned in for redistribution/salvage (averages 20/month)
- Monitor all contractor maintenance actions to ensure they meet requirements of the command maintenance contract (review of monthly status report)
- Issue laptops for TDYs (averages 5/week)
- Perform additional duties: Work Center IT Custodian, Equipment Custodian, Software Librarian, and Laptop Monitor

2.2.4.1.1 Performance Measures. Contractor will attempt to contact customer within 1 hour after trouble ticket has been opened, notifying customer that ticket is being worked

2.2.4.1.2. PC Maintenance Materials and Other Direct Costs for IT. The contractor will use government tools to perform required maintenance/repair on IT asset. The contractor will respect the applicable warranties that already exist on equipment and comply with manufacturer's requirements for maintenance. The government will provide preventive maintenance schedules that conform to the manufacturer's recommendations and any additional cleaning and general maintenance. Maintenance and repair actions will be in compliance with para 2.2.3 of initial contract. The contractor shall not be liable for repair costs incurred by government negligence. The contractor will be responsible for procuring replacement equipment as required. Purchases of over \$500 require approval of COR (ref terms in para 2.2.3.3, "A designated government individual will authorize estimated repair costs over \$500 in writing.")

2.2.4.1.3. On-Call Support. The contractor will have a Contractor-provided cell phone to respond to on-call PC maintenance requirements (estimated not to exceed more than 10 calls a year) at no extra cost to the government. However, the government will reimburse the contractor for cellular phone/pager services IAW para 5.

2.2.4.2. Task 2-4.2 – IT Asset Inventory Control

The contractor shall take direction from the Government Equipment Control Officer (ECO) who is the accountable officer. The contractor under the ECO will direct an IT asset inventory function responsible for managing all USTRANSCOM IT assets hardware and software assets. On-site hours are from 7:30 a.m. to 4:30 p.m., Monday through Friday. Duties require contractor to:

- Plan for equipment reutilization
- Manage staging/storage areas
- Maintain a limited supply of spare equipment
- Determine ownership of found on-base equipment, which requires using the official government record for IT accountability--Information Processing Management System. Accurately reflect IT assets and act as the single POC for all IPMS matters.
 - o Serves as IPMS database administrator, ensuring all IT assets are bar coded properly for identification and accountability purposes.
 - o As part of configuration management, will verify the accuracy of the IPMS database annually and conduct an annual inventory with the Equipment Custodians (ECs), as necessary.
 - o Provides oversight on IT asset hardware and software inventory and acts as focal point on all matters concerning accountability, utilization, and excess reporting.
 - o Will work all transition issues during the migration/replacement of IPMS to Air Force Equipment Management System (AFEMS) approximately June 2003 to prevent a loss of asset accountability. Might be required to attend government-furnished training to gain proficiency in the AFEMS IT asset accountability module that is currently under development.
- Advise TCJ6-RR and ECs of pending delivery of requisitioned computer hardware and software as well as the status of all partial deliveries.
- Serve as USTRANSCOM's liaison to the 375th Communications Squadron for receiving and in-processing of all computer hardware and software.
- Ensure that proper accountability is maintained for all IT assets hardware and software assets—including coordination on all ordering, receipting, tracking, and distributing of new computer hardware and software; routing all completed orders for IT assets to TCJ6-RR for review; accomplishing the receipt of all IT assets; and coordinating with TCJ6-RR.
- Consult with the AMC MAJCOM ECO concerning policy and procedures, and ensure the appropriate MAJCOM account code (MAC) is used when documenting equipment usage. Other resources used by the contractor are the local Base Supply, Contracting Offices, the nearest Defense Reutilization Management Office (DRMO), Rock Island IL, and the USTRANSCOM Equipment Custodians (ECs).
- Assume control of all IT assets that have been determined excess but needs to be retained to fulfill future requirements of USTRANSCOM. (Excess IT assets are defined as "IT that is being stockpiled, stored, not in use, or otherwise dormant.") Turn in excess IT assets.
- Shall provide IT asset shipping and receiving support to include: equipment preparation, packaging, receipt, bar code labeling, delivery, storage, and coordination with the AMC MECO prior to transferring equipment outside of USTRANSCOM. The government will provide designated storage areas for IT assets.
- Maintain a rapidly changing inventory. Support the government in maintaining inventory control of IT assets located at Travis AFB CA, Ft Eustis VA, and Robins AFB GA. Specific responsibilities are anticipated to include ensuring newly arrived equipment is properly coded and hand-receipted to customers, verifying purchase orders for correct equipment, resolving mismatched or incomplete equipment purchases with Base Contracting/vendor personnel, conducting on-site equipment inventories, providing guidance to the USTRANSCOM equipment custodians, updating the Gunter IPMS database, saving local IPMS database, and using LANDesk software to track software applications on local area networks. Provide quality control over data entries made into the inventory control system and utilize generic and customized reports to ensure data integrity.
- Work with customers and investigating officials when a Report of Survey (ROS) is required. Utilize the DD Form 200 to clear record at the conclusion of the ROS.
- Code equipment for deployment, when required.
- Shall attend meetings held at USTRANSCOM and/or other locations as identified by the government, and provide summary/detailed results/impact of meetings upon request by the government with six estimated reports per year. The government estimates one to two trips to remote sites per year. Attendance by the

contractor personnel at meetings held in the local area shall be at no additional cost to the government. The meetings will generally take place during normal duty hours, 7:30 a.m. to 4:30 p.m., Monday through Friday.

Deliverable: Conference Minutes
Inventory Listing of IT Asset Hardware and Software Application

2.2.4.2.1. Equipment Certification

Within 10 days after contract start, the contractor and a representative of the government shall conduct a joint inventory of all equipment listed in the equipment tables B-1 and B-2. Additionally, they shall jointly determine the operational status and OEM revision level of this equipment and document the results. The contractor and the government representative shall certify their agreement as to the operational condition of the equipment listed in tables B-1 and B-2. Items of equipment not found to be in good operational condition shall be reported. The government may repair the equipment or elect, through the contracting officer, to direct the contractor to make repairs with reimbursement by means of an equitable adjustment to the contract. Equipment added to the equipment listings in tables B-1 and B-2 shall be certified by joint inspection of government/contractor personnel within 30 days of addition.

Deliverables: Equipment Certification Report
Non-Operational Equipment Certification

2.2.4.2.2. Equipment Recertification

The contractor shall recertify within 15 days prior to contract completion that all equipment listed in tables B-1 and B-2 is fully operational at OEM specifications and that all equipment is at the current OEM revision level and document their findings. All costs, including labor necessary to make equipment OEM compliant shall be borne by the contractor.

Deliverable: Equipment Recertification

2.2.5. Audiovisual/Video Teleconferencing Function

2.2.5.1. Task 2-5.1. – For USTRANSCOM

Normal on site hours are from 6:15 a.m. to 5:30 p.m., Monday through Friday, with on-call support during all other times including weekends. Response time for on-call support is 2 hours. However, the government may request the contractor to provide extended hours of support utilizing existing manpower not to exceed an 8- hour workday. The government reserves the right to extend the on site hours during major exercises, contingencies, or emergencies not to exceed the limits established in paragraph 2.3.4. Services for this task will be provided on a 24 hours per day, 7 days per week basis as required to support major exercises, contingencies, and emergencies. This extended coverage is specifically required in the area of providing Video Teleconferencing (VTC) services and general support related audiovisual and communications equipment as required to support the increased demand. The contractor shall perform installation, user assistance, documentation, daily operations, and maintenance of system (USTRANSCOM, Scott AFB). Also, provide sole Portable VTC System (or replacement system) resident technical expertise. Provide maintenance and design assistance, and install new platforms at USTRANSCOM. Maintain network design records and changes. Perform proper management of all materials under your control, to include COMSEC and IT assets. As necessary, the contractor will support the government in preparing, reviewing, and providing audiovisual-related services. The contractor may also be required to provide basic operational instruction to government personnel. The contractor shall identify a Senior Audiovisual

technician to the government to serve as a focal point for video teleconferencing and related services. The contractor shall attend meetings held at USTRANSCOM and/or other locations as identified by the government, and provide summary/detailed results/impact of meetings upon request by the government with six estimated reports per year. The government estimates two trips to remote sites per year. Attendance by the contractor personnel at meetings held in the local area shall be at no additional cost to the government. These meetings will generally take place during normal duty hours, 6:15 a.m. to 5:30 p.m., Monday through Friday, but could be required at other hours during major exercises, contingencies, and emergencies.

Deliverable: Conference Minutes

2.2.5.1.1 DISN Video Services - Global (DVS-G) Studio VTC Support (non-JWICS) of the Defense Commercial Telecommunications Network (DCTN)

Provide operational classified and unclassified VTC Studio capability for USTRANSCOM, Scott AFB Illinois. The contractor shall provide a qualified VTC operator for all dedicated DVS-G Studio VTCs. These facilities are located in Bldg 1900, Room 261 and Crisis Action Team Balcony. These conference rooms will be accessible to USTRANSCOM personnel 24 hours per day/7 days per week. Contractor personnel will ensure equipment is in an operational status prior to normal duty day departure (M-F 5:30 p.m.). Contractor is responsible for: preventive maintenance of studio equipment in accordance with OEM guidelines, as well as equipment alignments and calibrations; troubleshooting; and fault isolation and equipment swap repair from government provided spares. The contractor is responsible for the coordination, set-up, and operation of all secure and non-secure mode VTCs conducted in the DVS-G VTC studio. The following summary information should be included in the monthly status report: description of problems and corrective actions taken, and the number and type of sessions.

Deliverable: Monthly Status Report

2.2.5.1.2. Dial-up VTC Support in Selected USTRANSCOM Conference Rooms

Provide operational dial-up VTC capability for TCJ6's Stanford Conference Room, future VTC enhancements in the Tunner Conference Room, and portable VTC units. Contractor personnel will ensure all VTC equipment is operational and provide dial-up VTC scheduling support. The contractor shall provide coordination; call establishment; and technical troubleshoot difficulties of all USTRANSCOM VTC capable conference rooms under USTC AV/VTC TEAM control. Contractor personnel will provide coordination for the scheduling of dial-up VTC operations and establish the initial connection with the participating parties. The contractor will initiate the dial-up VTC and provide technical assistance if necessary before and during the VTC. The contractor is also responsible for: preventive maintenance of conference room and portable VTC equipment in accordance with OEM guidelines, as well as equipment alignments and calibrations; troubleshooting; fault isolation, and equipment swap repair from government provided spares.

2.2.5.1.3. Conference Room and Auditorium Audiovisual Support

Provide audiovisual equipment capability in all command conference rooms, training rooms, and command center work areas. Audiovisual equipment located in the conference rooms and auditoriums will be accessible to USTRANSCOM personnel at all times. Contractor personnel will ensure equipment is in an operational status prior to duty day departure. The contractor is responsible for preventive maintenance and repair of audiovisual equipment in accordance with OEM guidelines, as well as equipment upgrades, alignments, and convergence. The contractor is responsible for troubleshooting, repair, and fault isolation of equipment to include, but not limited to, projectors and large screen multi-scan monitors. Provide user assistance on Crestron briefer display equipment. Operate audiovisual equipment for scheduled conference room support, to include distinguished visitor support, award ceremonies, roundtable meetings, command presentations, and briefings designated by TCJ6-OM. The following summary information should be included in the monthly status report: commander, deputy commander, and Seay Auditorium support hours.

Deliverable: Monthly Status Report

2.2.5.1.4. Briefing and Display Systems Support for the Mobility Control Center (MCC)

The contractor will provide briefing and display systems support for USTRANSCOM's MCC Monday through Friday, 7:30 a.m. to 4:30 p.m. excluding federal holidays. Contractor personnel will ensure all audiovisual equipment is operational and will provide initial troubleshooting for malfunctioning equipment. The contractor is responsible for the operation and oversight of existing equipment, and when requested by the MCC, will assist with the development and presentation of MCC briefings. The contractor is responsible for preventive maintenance and repair of audiovisual equipment in accordance with OEM guidelines as well as equipment upgrades, alignments, and convergence.

2.2.5.1.5. Technical Environment

Contractor personnel shall have experience with and expertise in the following hardware. This list includes, but is not limited to:

Hardware:

- Polycom Viewstation FX CODEC
- VTEL LC5000 CODEC
- Tandberg 6000 CODEC
- Initia Model 20 IMUX
- Initia Model 60 IMUX
- Proxima 9400 LCD Projectors
- Proxima 9400+ LCD Projectors
- Proxima 9260 LCD Projectors
- Proxima DX3 LCD Projectors
- Hughes/JVC G1000 LCD Projectors
- Crestron CNRACK System Controller
- Crestron CRESTNET IIMS System Controller
- Mitsubishi X400B LCD

2.2.5.1.6 CELL PHONE

The contractor will have a contractor-provided cell phone to respond to on-call AV/VTC requirements at no extra cost to the government. However, the government will reimburse the contractor for cellular phone/pager services IAW para 5.

2.2.5.2. Task 2-5.2. - For AMC/TACC (Optional)

The government may elect to activate a position for AMC/TACC maintenance.

The government will conduct all scheduling for video teleconferencing (VTC) and prioritize VTC/audiovisual (A/V) secure/non-secure operations predicated on one contractor. This includes primarily accomplishing all preventive/emergency maintenance/repair of studio equipment in accordance with guidelines as well as equipment alignments and calibrations, operating, troubleshooting, and fault isolation and equipment swap repair from government-provided spares. Contractor is responsible for the fully operational maintainment of VTC systems and A/V equipment suites in the AMC Main Conference Room (MCR), AMC Commander's Conference Room (CCR), TACC 3d Floor Balcony, and TACC Conference Room to provide senior-level AMC leadership the decision-making tools necessary for executing the AMC mission. Office will be manned during normal duty day, primary hours of operation—7:30-4:30, Monday-Friday with on-call support during all other times including weekends. Response time for on-call support is 2 hours. During real-world events, contingencies, or exercises, operations may be required 24-hour-a-day/7 days a week to provide necessary support, per terms in para 2.2.6. Work is to be performed on-site, Building 1600. The contractor's office will be located in the VTC A/V room behind the TACC conference room, or as determined by TACC and AMC DS task monitors. The contractor will be required to attend meetings held at Scott AFB and/or other locations as identified by the government, and provide summary/detailed results/impact of meetings. Attendance by the contractor personnel at meetings held in the local area shall be at no additional cost to the government. These meetings will generally take place during normal duty hours, 7:30-4:30, Monday through Friday.

2.2.5.2.1. Priority is given to the ranking officer or distinguished visitor at Scott AFB chairing the event. The government will do everything possible to prevent changes to the contractor's schedule 2 hours prior to the scheduled event. (The government requires an annual, documented, and physical inventory of the equipment.) The contractor shall maintain this inventory list. Equipment remains on the account of the organization that owns it currently. The contractor will be responsible for accomplishment and revalidation of certification and accreditation packages as required for the VTC and presentation equipment/rooms. The government task monitor will assist with coordination of this process. The contractor shall perform installation, user assistance, documentation, daily operations and maintenance of system, provide maintenance and design assistance, and, as necessary, the contractor will assist the government in preparing, reviewing, and providing audio/visual-related services. The contractor shall provide basic operational instruction to government personnel. The rooms that support this task are: AMC Main Conference Room, AMC Commander's Conference Room, TACC 3rd Floor Balcony, and TACC Conference Room. A complete list of equipment located in these rooms will be maintained with USTRANSCOM B-3 table.

2.2.5.2.2. Global (DVS-G) Studio VTC Support of the Defense Commercial Telecommunications Network (DCTN) provides operational classified/unclassified VTC studio capability for HQ AMC, Scott AFB, Illinois (TACC Balcony, TACC Conference Room, and AMC MCR) with other sites utilizing Dial-up (SD- DISN Circuits, SC-Commercial Circuits, SF-FTS2001 Circuits) and dedicated sites. Video-teleconference bridge service/network connectivity will be accomplished by utilizing the contract services of AT&T. Video teleconferences may be multipoint or point-to-point. These conference rooms will be accessible to HQ AMC personnel 24 hours per day / 7 days per week. Contractor personnel will ensure equipment is in an operational status prior to normal duty day departure (M-F 4:30 local).

2.2.5.2.3. VTC and AV Materials and Other Direct Costs. The contractor will use government tools to perform required maintenance/repair on the VTC and A/V equipment. The contractor will respect the applicable warranties that already exist on equipment in the respective rooms and comply with manufacturer's requirements for maintenance. The government will provide preventive maintenance schedules that conform to the manufacturer's recommendations and any additional cleaning and general maintenance. Maintenance and repair actions will be in compliance with Paragraph 2.2.3 of initial contract. The contractor shall not be liable for repair costs incurred by government negligence. The contractor will be responsible for procuring replacement equipment as required. Purchases of over \$500 require approval of COR or designated government individual in TCJ6-R (ref terms in para 2.2.3.3, "A designated government individual will authorize estimated repair costs over \$500 in writing.")

2.2.5.2.4. Security and Privacy - Secure Area. All equipment is utilized in a controlled area. Contractor will acquire access badges for areas 12 and 13 through the government, and must wear this badge while on duty on government site. Badge is required to identify the individual, company name, and be clearly and distinctly marked as contractor. Size, color, style, etc. are to be mutually agreed to by contractor and government. The government requires the contract personnel to have or acquire a Secret security clearance to be acquired by the contractor's company. Begin this process by filling out DD Form 254.

2.2.5.2.5. VTC and AV Training. The contractor will work along side the government in most circumstances during presentation events. The government requires the contractor to work with the government for OJT training in the operation of the system. It is the government's responsibility to coordinate with the contractor ahead of time for the purposes of learning the VTC and A/V systems.

2.2.5.2.6. Work Prioritization. Inevitably there will be times when the contractor's responsibilities may conflict with each other. The government will determine order/prioritization of job responsibilities (IAW para 2.2.5.2). (Prioritization takes place based upon the rank of the VTC or presentation host. Directorates will work together ahead of time to correct conflicting schedules to the extent possible.)

2.2.5.2.7. Additional VTC/AV Government Task Monitors. 805 CSPTS/SCT--Telephone: 618.256.2289;

TACC/CCE--Telephone: 618.229.4535; and for MCR/CCR--HQ AMC/DSG-Command AV--Telephone: 618.229.2214.

2.2.5.2.8. Technical Environment

Hardware: Panja Touchpanel Control
Sony VPL-FX200/U Projectors
Crestron Panel Controls

2.2.5.2.9. Special Instructions

2.2.5.2.9.1. General/Miscellaneous. The contractor is required to identify a permanent representative for management of this contract capable of providing technical assistance and clarification required for performance of this contract.

2.2.5.2.9.2. Kick-Off Meeting. The contractor shall initiate work on this contract by meeting with the government task monitor to ensure a common understanding of the requirements, expectations, and documentation. The contractor shall discuss the overall understanding of the project, and review background information and materials provided by the client. The contractor's representative shall be available for meetings as required throughout the service life of this requirement. Nothing discussed at these meetings or discussions between the client and the contractor shall be construed as adding, deleting, or modifying any task order requirements, including deliverables specifications and due dates.

Deliverable: Monthly Status Report

2.2.6. Special C4 Support Function

2.2.6.1. Task 2-6.1 - For USTRANSCOM

The contractor shall provide a special C4 support function responsible for implementing and maintaining C4 executive-level information technology services to USTRANSCOM senior-level executives, their immediate support staff, USTRANSCOM Liaison Officers (LNOs) located at US Joint Forces Command, US Central Command, US European Command, US Forces Korea, Joint Staff, US Pacific Command, US Southern Command, and other senior managers approved by the USTRANSCOM Chief Information Officer (CIO); providing mobile/wireless computing support; and providing telecommunication support. The service that will be provided to the LNO is in accordance with standing Command Arrangement Agreements. Core on-site hours are from 5:00 a.m. to 4:30 p.m., Monday through Friday, and on-call from 4:31 p.m. to 4:59 a.m., Monday through Friday, and 24 hours per day during weekends and holidays. However, on-site services for this task will be provided on a 24 hours per day, 7 days per week basis as required to support major exercises, contingencies, and emergencies. Other periods can be covered with on-call service. Response time during on-call periods shall be no more than 2 hours to on-site work start. The contractor will identify a senior Network Integration Engineer whose primary function will be to serve as a focal point for special C4 support functions. The contractor shall attend meetings held at USTRANSCOM and/or other locations as identified by the government, and provide summary/detailed results/impact of meetings upon request by the government with 12 estimated reports per year. When travel outside the local area is required, the contractor shall obtain written approval from the Contracting Officer's Representative (COR). Information shall include approximate travel dates, expected duration, origin and destination, purpose, estimated costs and number/names of personnel traveling. Travel in support of this contract will be performed on a cost-reimbursable basis. Travel reimbursement will be in accordance with the Federal Acquisition Regulation (FAR) and Joint Travel Regulation (JTR), Volume 2, Paragraph C6002, as applicable. Contractors cannot use GSA city pair contracts. The airfare shall be the prevailing rates for commercial airlines at tourist class. When required,

the most reasonable means of ground transportation (i.e., taxi, bus, car rental) shall also be used. Contractor shall submit copies of expense reports and receipts with monthly invoices for payment. The government will not reimburse local travel and related expenses to the contractor for daily travel to or from work at Scott AFB. The government estimates two trips to remote sites per year. Attendance by the contractor personnel to meetings held in the local area shall be at no additional cost to the government. The meetings will generally take place during normal duty hours, 7:30 a.m. to 4:30 p.m., Monday through Friday. The contractor shall also provide daily reports concerning their activities.

Deliverable: Conference Minutes

2.2.6.1.1. Senior Management Support

The duties of the contractor require the research, design, testing, and implementation of C4 technical solutions supporting senior level management, their support staff, and LNOs for both unclassified and classified command and control requirements. Support includes building, deleting, and maintaining local area network and e-mail accounts, desktops, laptops, software, printers, other peripherals configuration and troubleshooting activities, and network connectivity. These requirements also include remote worldwide command and control connectivity, command and control functions in quarters and during TDYs. This function will provide network systems administration, client configuration, technical and trouble shooting activities supporting the remote access program for both the classified and unclassified local area networks. The contractor will act as the liaison for coordinating communications and computer support requirements for the commanders' worldwide visits. Monitor and report planned, unplanned, and potential system outages to USTRANSCOM senior-level executives for coordination and approval. Provide executive-level users off-site unsecure and secure dial-up capabilities into the Unclassified Office Information Systems (UOIS) and Classified Office Information Systems (COIS) allowing full access to network resources to include: email, network folders, and worldwide web browsing capabilities. Provide set-up and configuration of laptop, appropriate software, and troubleshooting diagnosis of equipment required for dial-up access.

2.2.6.1.2. Mobile/Wireless Computing Services

The contractor will be responsible for system administration, device configuration, technical, and troubleshooting activities supporting mobile wireless devices such as BlackBerry devices and iPAQ pocket PCs and required software. The contractor will maintain database accounts, hardware configuration (laptops, modems, and servers), and software for the USTRANSCOM Remote Access Security Program (RASP) in accordance with USTRANSCOM and National Security Agency directives. Provides set-up and configuration of laptop and appropriate software, troubleshooting diagnosis of both laptop and servers required for this program. Works closely with the Information Systems Security Branch (COMSEC Office) for the issuance and programming of the modems and FORTEZZA cards. Maintain mobile wireless requirements to include devices, software, servers, and user management. Submit and coordinate requirements using the USTRANSCOM Automated Communications-Computer Systems Requirements Documents (ACSRD) or similar tracking systems. Respond to customer service requests and inquiries using the Remedy or manual accounting.

2.2.6.1.3. Telephone Support Services

The contractor shall also perform the Telephone Control Officer (TCO) Function for the command. Act as the focal point for all telephone-related matters, e.g., requests new telephone service, changes to existing services, cellular phones, and relocation of existing phones. Submits updates to the base telephone directory and Defense Red Switch Network (DRSN) telephone directory; verifies official toll calls; and provides customer education. Submit, track, and manage telephone service requests (TSRs) through NetPlus web ordering. Manage Personal Identification Numbers (PINs) for USTRANSCOM to include: issue, delete, transfer, and maintain the PIN database. Maintain FTS 2000 calling card program. Review and submit requirements for modem lines. Submit as required, review, and validate all telecommunication requirements via the USTRANSCOM ACSRD program or similar tracking system. Coordinate telecommunication requirements with the 375th Communications Squadron, Air Force Communications Agency, Defense Information Systems Agency, and Defense Information Technology Contracting Office as required. Check daily DRSN telephones belonging to the commander and deputy commander in Building 1900 to ensure operability and notify the 375th Communications Squadron, Maintenance Control function if problems exist and take follow-up action as required. Provide cellular telephone management functions to include: billing, funding requirements, customer validation, maintaining inventory, providing customer training, troubleshooting, and

purchasing additional accessories as required. Provide cellular phones with worldwide capabilities to senior-level executives as required. Manage the USTRANSCOM Long Haul Telecommunication program. Submit Requests for Services (RFS) to lease or purchase telecommunication services or equipment contracted through the Defense Information Systems Agency (DISA). Evaluate requirements submitted through the USTRANSCOM ACSRD process or similar tracking systems. Support technical conclusions for customer's requirements, relative costs, and advantages of alternate approaches, lead times, and supporting requirements. Negotiate with customers concerning modifications of requirements to reduce anticipated technical problems, excess costs, funding arrangement, and schedules for required services. Submit requirements under the Telecommunications Service Priority and National Security Emergency Preparedness programs. Establish program designator codes (PDS) with AFCA in conjunction with USTRANSCOM. Semi-annually review and validate all long haul circuits (Communication Service Authorization) utilized by USTRANSCOM. Reaward circuits when current vendor's contracts expire. Maintain records on all circuits owned by USTRANSCOM. Input customer requirements and update information within the DISA's Telecommunications Certification Office Support System (TCOSS) and DISA's web ordering automation system. Submit in-effect, delayed service reports, and exception reports to DISA as required. Coordinate funding requirements with USTRANSCOM, AFCA, and Defense Information Technology Contracting Office (DITCO).

Deliverable: Conference Minutes

2.2.6.1.4. Office Symbols Supported in USTRANSCOM (# of individuals):

CC - 21	CDC - 6	CCS - 17	Special Staff - 11	J1 - 2	
J2 - 4	J3 - 7	J5 - 8	J6 - 14	J8 - 5	
JA - 3					
TOTAL: 98					

Deliverable: Monthly Status Report

2.2.6.2. Task 2-6.2 - For AMC

The contractor shall provide special C4 support functions, assisting government personnel in implementing and maintaining C4 supporting the AMC command's senior level executives, their immediate support staff, and other senior managers, totaling 213 customers, as listed in paragraph 2.2.6.2.1-2.2.6.2.3. On-site hours are Monday to Friday from 6:00 a.m. to 5:00 p.m. Duties require the research, design, testing, and implementation of C4 technical solutions supporting senior level management and their support staff for both unclassified and classified command and control requirements. Support includes building, deleting, and maintaining local area network and e-mail accounts, desktops, laptops, software, printers, other peripherals, configuration, and troubleshooting activities, and network connectivity. These requirements also include remote worldwide command and control connectivity, command and control functions in quarters, and during TDYs. This function will provide network systems administration, client configuration, technical and trouble shooting activities supporting the remote access program for both the classified and unclassified local area networks. Contractor will be on call, not more than 2 weeks a month, estimated at 8 hours per month, to support after hours requests for service. These after hour requests for service will first be handled through AMC personnel, and will only be passed on to the contractor if their special skills are required. The contractor shall act as the liaison for coordinating communications and computer support requirements for the AMC supported personnel during their worldwide visits. Additionally, the contractor shall provide direct C4 support for senior level management during AMC-sponsored conferences and contingencies. The contractor shall identify a Data Communications Specialist to serve as a focal point for special C4 support functions. The contractor shall attend meetings held at HQ AMC and/or other locations as identified by the government, and provide summary/detailed results/impact of meetings upon request by the government with 10 estimated reports per year.

When travel outside the local area is required, the contractor will make all necessary travel arrangements. After travel is completed, the contractor will bill the government for all expenses incurred as outlined in the Joint Travel Regulation (JTR), Volume 2, paragraph C6002. The government estimates two trips to remote sites per year. Attendance by the contractor personnel to meetings held in the local area shall be at no additional cost to the government. The meetings will generally take place during normal duty hours, 7:30 a.m. to 4:30 p.m., Monday through Friday.

Deliverable: Conference Minutes

2.2.6.2.1. Office Symbols Supported in AMC (# of individuals):

CC - 6	CV - 6	DS - 6	CE - 6	DO - 6	DP - 6
FM - 6	HC - 6	HO - 6	IG - 6	IN - 6	JA - 6
LG - 6	PA - 6	SC - 6	SF - 6	SG - 6	SV - 6
TE - 6	XP - 6	TACC - 6			

SUBTOTAL: 126

2.2.6.2.2. Office Symbols Supported in 375AW (# of individuals):

CC - 6	DS - 6	CG - 6	LG - 6	MDG - 6	OG - 6
SPTG - 6					

SUBTOTAL: 42

2.2.6.2.3. Other Office Symbols Supported (# of individuals):

AFCA - 6	SC - 6	CCC - 2	CCP - 9	CCX - 8	RE - 7
CCEE - 7					

SUBTOTAL: 45

Deliverable: Monthly Status Report

2.2.7. Task 2-7 - Systems Augmentation Function for Selected USTRANSCOM

Applications

The contractor shall provide an augmentation function for USTRANSCOM's UOIS. Contractor shall be responsible for the administration and operation of the following applications: Enhanced Traffic Management System (ETMS), Corporate Resource Information Source (CRIS), Transportation Web-Based Budgeting Service (TWBBS), DOORS, Joint Personnel System (JPS), Web services, and Web mail. Normal on-site hours are from 7:30 a.m. to 4:30 p.m., Monday through Friday. The government reserves the right to extend the on-site hours during contingencies or network emergencies not to exceed the limits established in paragraph 3. Duties require identification, evaluation, documentation, installation, and configuration of unclassified hardware/software to meet user needs and will ensure all services are available as required. Establish detailed fault management, configuration control, and performance monitoring to support USTRANSCOM users. This function is responsible for activation, back up, deactivation, and restart of each application's resources/services; problem isolation and correction; certification/re-certification actions, and advice on operational impacts of network expansions, additions, upgrades, and reconfigurations in hardware/software suites. This function is responsible for performing Local Registration Authority (LRA) duties, which include issuing and revoking PKI certificates throughout the command. This function is responsible for stopping and starting on-site servers; identifying and correcting system problems; performing system backups; printing facilities; recovering system files when necessary; performance monitoring and tuning; configuration control establishing user accounts and permissions; analyzing the impact of system software releases and reconfigurations of server software. The contractor shall attend meetings held at USTRANSCOM and/or other locations as identified by the government, and provide summary/detailed results/impact of meetings upon request by

the government with six estimated reports per year. All government required meetings would generally take place during normal duty hours, 7:30 a.m. to 4:30 p.m., Monday through Friday.

Deliverable: Conference Minutes

2.2.7.1. Technical Environment

Contractor personnel shall have desired experience in the following systems, software, and hardware. This list includes, but is not limited to:

Hardware:

- Data General AVIION 2700
- Dell P3000 DLT
- Dell PowerEdge 6450
- Dell PowerEdge 2550

Software:

- HP UNIX
- Microsoft Windows NT 4.0
- Microsoft Windows 2000

Deliverable: Monthly Status Report

2.2.8. Task 2-8 - Defense Message System (DMS) Administration

In addition to the applications identified in previous paragraph, the contractor will conduct system administration of the DMS server and clients. Normal on-site hours are from 7:30 a.m. to 4:30 p.m., Monday through Friday. The government reserves the right to extend the on-site hours during contingencies or network emergencies not to exceed the limits established in paragraph 2.3.2. In addition to the normal on-site hours the contractor will provide 24x7 on call coverage with DMS certified personnel. These on-call personnel will respond and commence working the problem within 2 hrs of notification. Normal duties require identification, evaluation, documentation, installation, and configuration of hardware/software to meet user needs and will ensure all DMS services are available as required. This function is responsible for activation, backup, deactivation, and restart of each application's resources/services, problem isolation, and correction. Additionally, this function is responsible for stopping and starting on-site servers; identifying and correcting system problems; performing system backups; printing facilities; recovering system files when necessary; performance monitoring and tuning. Implement DISA's configuration control policies; establishing user accounts and permissions; analyzing the impact of system software releases and reconfigurations of server software; reconfiguration of DMS clients. The contractor shall attend meetings held at USTRANSCOM and/or other locations as identified by the government, and provide summary/detailed results/impact of meetings upon request by the government with six estimated reports per year. All government required meetings would generally take place during normal duty hours, 7:30 a.m. to 4:30 p.m., Monday through Friday. The government will provide DMS certification and other DMS specific training.

2.2.8.1. Technical Environment

Contractor personnel shall have desired experience on the following hardware. This list includes, but is not limited to:

Hardware:

- Data General Aviiion 3704 Cluster Server
- Compaq ML530 Server
- HP 9000 D220 Server

Software:

- Microsoft Windows NT 4.0
- Microsoft Exchange 5.5
- HP UNIX
- Microsoft Windows 2000

DMDS

Deliverable: Monthly Status Report

2.3. INFORMATION PROTECTION (IP)/ASSURANCE FOR USTRANSCOM (CLIN 0003)**2.3.1. Task 3-1 - General IP Duties**

The contractor will perform daily O&M of USTRANSCOM information security mechanisms and execute IP processes and procedures under the direction of AMC. USTRANSCOM security mechanisms to be supported are located at Scott AFB, the Defense Enterprise Computing Center (DECC) in St. Louis and Christchurch NZ (as of second quarter FY03). The contractor shall provide support on-site at Scott AFB on a 24-hour, 7-day per week basis; on-site at the Defense Enterprise Computing Center (DECC) in St. Louis as required; and on-site in Christchurch NZ, if required but not to exceed two visits per year. The contractor will support the following IP capabilities: firewalls, intrusion detection systems, proxy servers, anti-virus operations, security configuration management, vulnerability assessments, incident response and auditing. The contractor shall coordinate and report events to the Global C4S Coordination Center (GCCC), as required, and staff the IP event manager position within the GCCC on a 24 hours per day, 7 days per week basis. Duties during the extended hours of operation will include conducting detailed audit and log analysis for firewall, network and hosts based intrusion detection logs, and operating system and application logs. A Top Secret clearance is required. In support of daily operations, the contractor shall: review audit reports for irregularities or other indications of real or potential security violations; monitor the USTRANSCOM unclassified and classified systems for compliance with command security policies; ensure the integrity of computer system security is maintained in accordance with applicable policies and instructions; perform duties described by and to support the DOD PKI Policy; investigate and resolve all security-related issues and incidents involving the LAN; and modify security mechanisms at the request of the government (e.g. firewall rule modifications, IDS signature updates, etc). The contractor shall attend meetings held at USTRANSCOM and/or other locations as identified by the government, and provide summary/detailed results/impact of meetings upon request by the government with six estimated reports per year. Attendance by the contractor personnel to meetings held in the local area shall be at no additional cost to the government. These meetings will generally take place during normal duty hours, 7:30 a.m. to 4:30 p.m., Monday through Friday, but can extend beyond these core hours when needed to support major exercises, contingencies, and emergencies.

2.3.1.1. Technical Environment

Contractor personnel shall have desired experience, working knowledge, and desired expertise in the following core competencies, systems, software and hardware. This list includes, but is not limited to:

Core Competencies:

- Common Services/Protocols (e.g., Domain Name Service (DNS))
- Dynamic Host Configuration Protocol (DHCP)
- Hyper Text Transfer Protocol (HTTP)
- Secure Hyper Text Transfer Protocol (HTTPS)
- Internet Protocol Security (IPsec)
- Secure Shell (SSH)

- Simple Mail Transfer Protocol (SMTP)
- Information security devices
- Stateful packet inspection devices/applications
- Information security concepts (e.g., authentication, confidentiality, integrity, non-repudiation, network segmentation, Public Key Infrastructure (PKI))
- Network architectures and concepts (e.g., Asynchronous Transfer Mode (ATM), Classless Inter-Domain Routing (CIDR), Gigabit Ethernet, Ethernet, Network Address Translation (NAT), Router/Switch Functions, Remote Access Server (RAS), Transmission Control Protocol/Internet Protocol (TCP/IP), Virtual Private Networking (VPN))

Hardware:

Sun SPARC Ultra workstations/servers
Intel Platforms

Operating System Software:

UNIX operating systems (e.g., SOLARIS, HP-UX, FreeBSD)
Microsoft NT 4.0, 2000

Application Software:

Anti-virus Software (e.g., Symantec, McAfee)
Content Filtering (e.g., Netscape Proxy server, Squid, SmartFilter)
Firewalls (e.g., Checkpoint Firewall-1, IPFilter, Raptor, Sidewinder)
Intrusion Detection Systems (e.g., Snort, ISS Real Secure)
Network Tools (e.g., TCPDUMP, nmap, What's up Gold)
Vulnerability assessment tools (e.g., Nessus, ISS Internet Security Scanner)

Deliverable: Monthly Status Report

2.3.2. Task 3-2 – Scott AFB WAN/LAN Security

As directed by the Scott AFB NCC, the contractor shall provide an IP function responsible for assistance in architecture review and investigation and resolution of security-related issues and incidents involving the Scott AFB WAN/LAN. The contractor shall: provide Government-directed computer systems security support for the 375 Airlift Wing and AMC CG Information System Security Program; attend meetings held at AMC CG, 375 AW, and tenant organizations as identified by the government, and provide summary/detailed results/impact of meetings upon request by the government with six estimated reports per year. Attendance by the contractor personnel to meetings held in the local area shall be at no additional cost to the government. The meetings will generally take place during normal duty hours, 7:30 a.m., to 4:30 p.m., Monday through Friday. The contractor shall assist in conducting audits of information systems, performing virus detection, recommending corrective actions, and performing actions upon government approval; reviewing audit reports for irregularities or other indications of a real or potential security violation; monitoring the AMC unclassified firewall system for compliance with command security policies; analyzing and evaluating access controls, management, and organizational structures and operating procedures; evaluating user security requirements, risks, exposures, and needs for security controls during the development or acquisition phase; formulating, reviewing, and revising procedures necessary to implement system security in accordance with higher level regulatory requirements; reviewing all safeguard procedures to measure the effectiveness of the total system security; physically inspecting security devices; documenting discrepancies and recommending corrective action to the Government; preparing documentation in accordance with DoD, Air Force, AMC, and 375 Airlift Wing regulations; ensuring the integrity of computer system security is maintained in accordance with applicable regulations; developing, implementing, and administering effective security programs once approved by Government; researching and advising the command on recently developed countermeasures

designed to protect command systems from new threats associated with the Internet; evaluating mutual security impact of unclassified and classified Local Area Networks (LANs) that interface with other systems and recommending courses of action to resolve problem areas; investigating and resolving security-related issues and incidents involving the LAN, evaluating site-unique software and recommend approval/disapproval; reviewing computer network designs and specifications for adequacy and technical feasibility, considering factors such as compatibility with agency policy, conversion or implementation costs, and impact on existing equipment; submitting design corrections based on evaluation of system utility; initiating numerous security studies of a one-time or short-term nature which involve analysis of problems, determining data required to provide answers, and devising and implementing the programs and procedures which will provide and portray the needed data; evaluating data and recommends more efficient configurations of hardware and software.

Deliverable: Monthly Status Report

3. CONTINGENCY/EMERGENCY OPERATIONS SUPPORT

USTRANSCOM C4 systems are designed to operate 24 hours per day/7 days per week, and some functional areas will receive full-time support as specifically identified in the preceding paragraphs. During operation of the C4 systems that support USTRANSCOM, there may also be other instances where the government may elect to increase the level of support as requirements dictate due to contingencies or network emergency operations. When increased levels of operation are forecast, a designated government representative will notify the contractor, in writing, if possible, 30 days prior to the change. For example, during contingency operations the government may require 24-hour continuous C4 support for the USTRANSCOM Crisis Action Team (CAT). When increased C4 support for the USTRANSCOM CAT is required, TCJ6 or a designated government representative will notify the contractor, in writing, a minimum of 24 hours prior to the need of contingency operation support. In the event of an unforeseen contingency or a network emergency, the government may notify the contractor verbally, to be followed up in writing. Notification will include the identification of additional support by function(s) and level of support required. Extended support shall be activated within 24 hours after notification by the government unless otherwise specified. The government may extend the on-site hours during contingencies or network emergencies for an estimated 10 continuous days of 24-hour operations for estimated maximum of six periods per year.

Deliverable: Monthly Status Report

4. CONTRACTOR TRAVEL

The contractor may be required by the government to perform worldwide travel in performance of this contract. When travel outside the local Scott AFB area is required, the contractor shall obtain written approval from the Contracting Officer's Representative (COR). Information shall include approximate travel dates, expected duration, origin and destination, purpose, estimated costs and number/names of personnel traveling. Travel in support of this contract will be performed on a cost-reimbursable basis. Travel reimbursement will be in accordance with the FAR and Joint Travel Regulation (JTR), Volume 2, Paragraph C6002, as applicable. Contractors cannot use GSA city pair contracts. The airfare shall be the prevailing rates for commercial airlines at tourist class. When required, the most reasonable means of ground transportation (i.e., taxi, bus, car rental) shall also be used. Contractor shall submit copies of expense reports and receipts with monthly invoices for payment. The government will not reimburse local travel and related expenses to the contractor for daily travel to or from work at Scott AFB.

4.1 Contractor Travel for Special Assistance

The contractor may be required by the government to perform worldwide travel in performance of this contract to a location identified by TCJ6-O. This travel will be referred to as "special assistance" and will be charged against Para. 4.

Deliverable: Travel Expense Report

5. MISCELLANEOUS AND OTHER DIRECT COSTS

The government will reimburse the contractor for cellular phone or pager services for the on-call support. Any additional cellular phone or pager service must be identified to the government for approval. Subject to government approval, CLIN may also be used for acquisition of low-cost unforeseen requirements/assets and will be reimbursed by the government. The government will reimburse in accordance with FAR Part 31.

6. PERIOD OF PERFORMANCE

The contract will be awarded 1 April 2004 with 1 base period and 2 option periods.

7. DELIVERABLES

The contractor shall deliver all technical reports, working papers, and conference minutes in Microsoft Word format. Technical drawings shall be submitted in a format to be mutually agreed by the contractor team and government. All deliverables shall be presented in hard copy with electronic format available if requested by the government. All deliverables become the property of the government upon delivery and acceptance. A summary of all deliverables under this task order are listed below:

<u>Task</u>	<u>Description</u>	<u>Due</u>
2-3	Maintenance Report	Completed for each maintenance action
2-4.2	Inventory Listing of IT Asset Hardware/Software Applications	
2-4.2	Equipment Certification Report	10 days after contract start
2-4.2	Non-Operational Equipment Certification	10 days after contract start
2-4.2	Equipment Recertification	2 weeks before contract period ends
2-5.2	Troubleshoot, Maintain, Repair, Operate, and Train (as determined by government priority)	Monday thru Friday 7:30 a.m.-4:30 p.m.
All	Conference Minutes	As required
All	Monthly Status Report	15th of the following Month
All	Travel Expense Report/Receipts	Monthly

7.1 Performance Objectives

Performance Objective	PWS Reference	Performance Threshold
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Performance Objective	PWS Reference	Performance Threshold
Conduct quarterly program review	2.1	No instances where the contractor fails to present a program review each quarter. An exception to this is allowed if government personnel are not available to attend a review during any given quarter, in which case review will be combined with the review in the following quarter or cancelled, at the government's option.
Provide monthly status report	2.1	No instances where the contractor fails to provide a report by the 15 th calendar day of each month in MS Word format.
Government milestone	2.1	No instances where the contractor fails to provide a written report within 24 hours of the missed deadline.

7.2 PHASE-IN/OUT

The incumbent contractor shall provide phase-in/out orientation if there is a change in contractor or if the operation reverts to the DOD. The incumbent contractor shall begin phase-in/out orientation as soon as possible after contract award or changeover is directed. During the phase-in/out orientation period, the incumbent contractor shall be fully responsible for PWS performance requirements and cooperate to the extent required to permit an orderly changeover to the successor.

8. PLACE OF PERFORMANCE

All work except Contract Management will be performed within government furnished facilities at Scott Air Force Base IL. Contract Management will be conducted at the contractor's facility.

9. HOURS OF OPERATION

The contractor shall, generally, perform work between the hours of 7:30 a.m. to 4:30 p.m., Monday through Friday, excluding government holidays, except where indicated differently within individual tasks of this SOW.

10. GOVERNMENT-FURNISHED PROPERTY

USTRANSCOM will provide all property necessary to satisfy the requirements of the SOW. The contractor shall inform the government of the need for any additional property necessary for the performance of their tasks. The support provided will include, but is not limited to:

10.1. FACILITIES

The contractor will provide government-owned and maintained facilities for use for those tasks designated by the government to be performed in government facilities. The facilities will be jointly occupied by both government and contractor personnel. All utilities (including government telephone lines and instruments) will also be provided. Use of government telephones is for official use only. Space will be provided for storage of tools, test equipment, and necessary documentation.

10.2. OFFICE FURNISHINGS

Office furnishings in appropriate quantities and quality, as determined by the government, to include desks, computers, chairs, tables, bookcases, and file cabinets, will be provided for those tasks required to be performed in the government facilities. Office automation equipment of sufficient capacity and configuration that includes training assistance and technical support are to be provided.

10.3. TOOLS

10.3.1. Network Management Tools

Network tools used to monitor and maintain the unclassified network include:

Compaq Insight Manager	SUN Net Manager
HP OpenView	TrendTrak
BindView	NW Admin/Netware Admin
BMC Patrol	

Network tools used to monitor and maintain the classified network include:

Remote LandView	SunNet Manager
DEC ClearVision HubWatch	HP OpenView
Cabletron LAN View	Network General Sniffer

10.3.2. Inventory Tools

The following Inventory Management tools will be provided as GFE: Air Force Information Processing Management System (IPMS), with bar coding capabilities; USTRANSCOM Automated Communications-Computer Systems Requirements Document (ACSRD) System, and Microsoft Excel for locally developed equipment tracking.

11. CONTRACTOR-FURNISHED FACILITIES, SUPPLIES, AND SERVICES

The contractor will furnish all supplies for Contract Management-related tasks. The contractor will provide a mechanism for non-duty hour notification such as a pager or phone service. The contractor will provide proper supervisory skills to manage all subordinate contractor staff. The contractor will provide training to contract staff as required.

11.1. Staffing Profile

The contractor must provide a Staffing Profile that clearly indicates the different labor categories and an estimated number of hours by labor categories required to perform each task. The Staffing Profile must be definitive enough to provide the Government with a clear understanding of how the contractor intends to staff each task order to meet all requirements. The contractor shall also identify the Project Manager and "Key" technical personnel.

12. PERSONNEL

An AMC CG government task monitor will be identified for each task. In most cases, day-to-day task related questions of the contractor should be addressed to their immediate task monitor. The task monitor will contact the AMC COR, Ms. Judith Milloszewski, regarding any contract issues or actions that need to be addressed to the Contracting Officer.

The contractor shall provide personnel to act as Task Manager and on-site "Technical Lead" who will be responsible for the overall contract, technical performance and personnel management of this task order. These individuals shall be responsible for performance of all day-to-day tasks within this SOW and proper staffing. The Task Manager or "Technical Lead" shall be required to interact extensively with the AMC CG staff to discuss (1) daily tasks to be performed, and (2) immediate and long-term problem areas. Contractor staff assigned to this project shall possess the expertise in the areas required by the Scope of Work. The contractor shall also possess proficient oral communication skills to explain technical issues to AMC CG staff and proficient written communications skills to develop project documentation and prepare status reports.

12.1. "Key" Personnel

The magnitude and complexity of this effort requires that "key" contractor personnel occupy critical positions. The contractor shall not delegate Project Management responsibilities to on-site technical personnel. The Project Manager will conduct project management leaving the technical experts free to provide uninhibited support. The

contractor shall also possess proficient oral communication skills to explain technical issues to the AMC CG staff; and proficient written communications skills to develop project documentation, software documentation, and prepare status reports. The contractor's key personnel shall include personnel in the following positions, with the following qualification requirements (Note: Where different time frames of experience are required, the experience need not be cumulative, and may be concurrent):

12.1.1 Project Manager

Qualifications: Masters degree in Information or Systems Management and 5 years of progressive communications and computer hardware and software operations and maintenance management experience on LANs and WANs. Three years of this experience will have involved extensive management of O&M contracts. Experience in attending and actively participating in technical and management meetings on issues related to network management. Knowledge of computer terminals, workstations, printers and other remote access devices. Knowledge of computer equipment characteristics necessary to handle maintenance trouble calls. Experience in assimilating data derived from hardware and software monitors and study groups in order to determine future network requirements. Knowledge of Defense Information Infrastructure Common Operating Environment (DII-COE) principles that support DoD and Air Force or service computer regulations and policies. Ability to research and recommend network hardware and software necessary to meet user requirements.

Preferred Experience: Ten years experience supervising large groups of individuals (greater than 30), of which 3 years experience was gained in computer systems operation and maintenance. Three years experience with USTRANSCOM IT infrastructure and processes.

12.1.2. Senior Network Administrator (SNA) "Technical Lead"

Qualifications: Six years of LAN design, installation, operation, and maintenance experience; detailed knowledge of current data communications technology. Experience in operations and maintenance of Microsoft/DOS TCP/IP (peer-to-peer and client-server) networks using Telnet, FTP, SNTvIP, SMTP, and electronic mail. Experience in operating and troubleshooting LANs, personal computers/workstations, and other peripheral equipment. Knowledge of AT&T Premise Distribution System (PDS) standards, fiber optic cable installation, UTP cable installation, and National Electric Code regulations. Familiar with industry documentation standards and CAD/CAM capabilities. Thorough understanding of the methodologies and conventions in the areas of network implementation scheduling, acceptance test plans, equipment marking and labeling, network documentation, and material inventory control. Experience in attending and actively participating in technical and management meetings on issues related to LANs. Writing and briefing skills to write test evaluation reports, integrator-implementation plans, and prepare and give briefs to high-level officers. Experience interfacing with customers, other technicians, vendors, and contracting personnel and at least 3 years experience of overseeing and directing the work of other network administrators.

Preferred Experience: Experience in researching, evaluating, and submitting recommendations on operational impacts of network expansions, upgrades, additions, and reconfigurations. Two years experience with USTRANSCOM IT infrastructure and processes.

12.1.3. "Other-Than-Key" Personnel

In addition to key personnel above, the contractor shall provide all additional personnel necessary to fulfill the requirements of this contract. Experience Requirements: Shall possess all qualifications required by the contractor's GSA Schedule.

13. SECURITY REQUIREMENTS

USTRANSCOM Buildings 1900 and 1961 are Top Secret, controlled-access facilities. Personnel are required to have access to these buildings and require TOP SECRET security clearances. The USTRANSCOM/AMC CCF Building 1575 and Building 1700 are Secret, controlled-access facilities. The content of all documents and technical reports delivered under this delivery order will be unclassified in nature unless otherwise directed by government on a specific case basis. DD Form 254 provides security classification guidance applicable to the contractor.

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP) AMC
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1. Task Order Title: USTRANSCOM/AMC C4 SUPPORT**2. Work Requirements:**

- Task 2-1 - HQ Network Infrastructure for USTRANSCOM
- Task 2-2 - Unclassified Office Information System (OIS) for USTRANSCOM
- Task 2-3 - Maintenance and Logistics Function
- Task 2-4 - Hardware Configuration Management & Inventory Control for USTRANSCOM
- Task 2-4.1. - IT Asset PC Maintenance (Optional)
- Task 2-4.2. - IT Asset Inventory Control
- Task 2-5.1. - Audiovisual/Video Teleconferencing Function for USTRANSCOM
- Task 2-5.2. - Audiovisual/Video Teleconferencing Function for AMC/TACC (Optional)
- Task 2-6.1. - Special C4 Support Function for USTRANSCOM
- Task 2-6.2. - Special C4 Support Function for AMC
- Task 2-7 - Systems Augmentation Function for Selected USTRANSCOM Applications
- Task 2-8 - Defense Message System (DMS) Administration
- Task 3-1 - General Information Protection (IP) for USTRANSCOM
- Task 3-2 - Scott AFB WAN/LAN Security

3. Primary Method of Surveillance: Contractor self-reporting is scheduled for all items.

4. Scope of Performance: The contractor shall provide the necessary trained and fully qualified personnel, supervision, task management, and technical services, required for the successful accomplishment of the requirements of this contract. The contractor is responsible for providing trained, fully qualified personnel, possessing journeyman-level experience and expertise in the U-OIS used by USTRANSCOM. Occasionally, and as agreed upon, the contractor may be permitted to attend government provided training on-site, user orientation sessions regarding U-OIS. An example would include the transition to a new version of base-directed software (e-mail). Requirements for this contract are envisioned to be primarily on-site but could extend to remote site interfaces and support. The contractor shall provide all of the requirements described in the SOW during the life of the contract. Future enhancements may be identified through contract modification. To ensure the various components operate as designed, the contractor shall follow the original equipment manufacturer's (OEM) recommended maintenance procedures set forth in the OEM O&M manuals. The contractor shall meet or beat the response, and mean-time-to-repair (MTTR) times as stipulated in this SOW. Specific requirements include: periodic and required maintenance; on-site troubleshooting and fault isolation; equipment repair or swap, including adequate spares; log of trouble calls with corrective actions taken; monthly summary reports and status reports of systems; coordinate, set-up, C4 equipment operations; equipment accountability reports; and security incident reports, recommendations, evaluations, briefings, training, and special C4 support for AMC command's senior personnel.

5. Performance Standards:

- No instances where the contractor fails to present a program review each quarter. An exception to this is allowed if government personnel are not available to attend a review during any given quarter, in which case review will be combined with the review in the following quarter or cancelled, at the government's option.
- No instances where the contractor fails to provide a monthly status report by the 15th calendar day of each month in MicroSoft Word format.
- No instances where the contractor fails to provide a report for a government milestone within 24 hours of the missed deadline.

6. **Acceptable Quality Level (AQL):** The AQL for the performance standards above is 100%.
7. **Evaluation Method:** COR will document the official time and date review or report is received.
8. **Incentives (Positive and/or Negative):** None.



Performance Work Statement (PWS)

Information Technology (IT) Support

of Selected USTRANSCOM

C4 Systems and Support Functions

1 Apr 2004

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TABLE OF CONTENTS

1.	GENERAL INFORMATION	5
1.1.	INTRODUCTION	5
1.2.	BACKGROUND	5
1.3.	OBJECTIVES OF WORK	6
2.	SCOPE OF WORK	7
2.1.	CONTRACT MANAGEMENT (CLIN 0001)	7
2.2.	INFOSTRUCTURE SUPPORT (CLIN 0002)	8
2.2.1.	TASK 2-1 - SOFTWARE SUPPORT FUNCTION	8
2.2.2.	TASK 2-2 - EXERCISE/CONTINGENCY OPERATIONS FUNCTION	10
2.2.3.	TASK 2-3 - NETWORK ENGINEERING ASSISTANCE	14
2.3.	GCCC SUPPORT - INFORMATION ASSURANCE AND INFORMATION PROTECTION (IA/IP) (CLIN 0003)	15
2.3.1.	TASK 3-1 - INFORMATION PROTECTION POLICY AND ENGINEERING DUTIES	15
2.3.2.	TASK 3-2 - IA/IP FOR USTRANSCOM COMPONENT COMMANDS	17
2.3.3.	TASK 3-3 - COMMUNICATIONS SECURITY (COMSEC) MANAGER	19
2.3.4.	TASK 3-4 - CONTINGENCY OR EMERGENCY OPERATIONS SUPPORT (OPTIONAL)	21
2.3.5.	TASK 3-5 - CUSTOMER SERVICE ASSURANCE SUPPORT	22
2.3.6.	TASK 3-6 - PROACTIVE EVENT MANAGEMENT AUDIT AND ASSISTANCE TASK	25
2.3.7.	TASK 3-7 - BMC SOFTWARE TECHNICAL SUPPORT CENTER (OPTIONAL)	26
2.3.8.	TASK 3-8 - SERVICE ASSURANCE PERFORMANCE AND AVAILABILITY DATA ANALYSIS (OPTIONAL)	28
2.4.	PROGRAM MANAGEMENT AND WEB (WWW) SUPPORT (CLIN 0004)	29
2.4.1.	TASK 4-1 - SATELLITE COMMUNICATIONS (SATCOM)	30
2.4.2.	TASK 4-2 - GLOBAL COMMAND AND CONTROL SYSTEM (GCCS)	31
2.4.3.	TASK 4-3 - THEATER INFORMATION MANAGEMENT (TIM)	32
2.4.4.	TASK 4-4 - EVENTS LOGBOOK (ELB), SINGLE MOBILITY SYSTEM (SMS), AND OPERATIONAL SUPPORT AIRLIFT AUTOMATED INFORMATION SYSTEM (OSA AIS)	33
2.4.5.	TASK 4-5 - MODELING AND SIMULATION (M&S)	34
2.4.6.	TASK 4-6 - C4S INFRASTRUCTURE PROGRAM MANAGEMENT SUPPORT	34
2.5.	TASK 5-1 - TEST CENTER FUNCTION (CLIN 0005)	43
2.6.	TASK 6-1 - TRANSCOM REGULATING AND COMMAND & CONTROL EVACUATION SYSTEM (TRAC2ES) SYSTEM ADMINISTRATION (TIER II) SUPPORT (CLIN 0006)	45
2.7.	TASK 7-1 - GRAPHIC SUPPORT IN TCJ5 (CLIN 0007)	46
2.8.	TASK 8-1 - AUGMENTATION OF BRIEFING & DISPLAY SUPPORT (CLIN 0008)	47
2.9.	TASK 9-1 - JQSAC DATA ENTRY FUNCTION (CLIN 0009)	48
2.10.	TASK 10-1 - JALIS/OSA AIS FUNCTION (CLIN 0010)	49
3.	CONTRACTOR TRAVEL (CLIN 0011)	50
3.1.	CONTRACTOR TRAVEL FOR SPECIAL ASSISTANCE (CLIN 0012)	50
4.	MISCELLANEOUS AND OTHER DIRECT COST (CLIN 0013)	51

5.	PERIOD OF PERFORMANCE	51
6.	DELIVERABLES	52
7.	PLACE OF PERFORMANCE	53
8.	HOURS OF OPERATION	53
9.	GOVERNMENT-FURNISHED PROPERTY	53
9.1.	FACILITIES	53
9.2.	OFFICE FURNISHINGS	53
9.3.	TOOLS	53
9.3.1.	NETWORK MANAGEMENT TOOLS	53
9.3.2.	INVENTORY TOOLS	54
10.	GOVERNMENT REPRESENTATIVES	54
11.	SECURITY REQUIREMENTS	54
12.	PHASE-IN/OUT	54
13.	PERFORMANCE OBJECTIVES	54
	QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)	55

DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

I. GENERAL INFORMATION

I.1. Introduction

The United States Transportation Command's (USTRANSCOM's) mission is to provide air, land, and sea transportation for the Department of Defense (DOD) both in time of peace and time of war. To meet this mission USTRANSCOM/TCJ6 will provide support for selected Command, Control, Communications, and Computer Systems (C4) and support functions to the Commander, USTRANSCOM, in the performance of the command's mission to meet national security objectives; to provide and maintain the most modern, fully mission capable C4 systems for USTRANSCOM; and to ensure suitability for and interoperability among its components and the supported Commanders in peace and war. These selected C4 systems and support functions for which TCJ6 is responsible are comprised of informational services providing USTRANSCOM 24 hours per day/7 days per week rapid access to information needed to plan, provide, and control a wide range of air, land, and sea transportation.

I.2. Background

TCJ6-O manages selected command C4 operations and maintenance (O&M); selected C4 support functions; communications planning support for contingencies and exercises to include Spectrum Management; Command Communications Security (COMSEC), Computer Security (COMPUSEC), and TEMPEST programs; O&M for command logistics, planning, and execution systems; the Functional Area Communications and Computer Systems Manager (FACCSM) Program; the command's Information Warfare (IW) Program; and maintains the command's World Wide Web (WWW) interfaces. The AMC Communications Group (CG) provides O&M for selected command C4 systems. O&M oversight of additional selected functions is under the direction of AMC CG. Either the Systems Management (TCJ6-OM) Branch or AMC CG is responsible for the infrastructure operations and maintenance support for the Classified, Unclassified, and GTN Local Area Network (LAN) segments. The Security Branch (TCJ6-OS) is responsible for implementing and monitoring the command's IW support, communications planning for contingencies and exercises, and all information security programs for USTRANSCOM. TCJ6-P manages ongoing and implementation of C4 projects; the configuration management of existing systems within USTRANSCOM and its component commands; the quality assurance of systems enhancements and the acceptance testing of those enhancements; the technical support contracts and budgets in support of systems development, maintenance, and enhancements. The Business Systems (TCJ6-PB) and Command and Control Systems (TCJ6-PC) Branches of TCJ6-P are charged with the research and development of selected C4, both classified and unclassified LAN segments, other unclassified and classified applications within the command and selected C4 development projects, the interface of the local area networks to the Scott AFB infrastructure, and the worldwide Internet. They are additionally charged with the responsibility of providing command and control communications, and data exchange to three major subordinate commands and all supported Commanders during peacetime and wartime. The TCJ6-OC, TCJ6-OM, TCJ6-OS, TCJ6-PB, and TCJ6-PC branches respond to their assignment by providing communications planning and operational, state-of-the-art C4 systems and assisting TCJ6 in meeting command Information Technology (IT) requirements with a joint use research and development test center to develop and test hardware and software for new user requirements. All TCJ6 identified LAN components are tested in the research and development test center for requirement validations and system compatibility prior to installation and implementation on any of the TCJ6 identified operational LANs. These branches are also responsible for providing implementation and installation assistance on the TCJ6 controlled portions of USTRANSCOM. Additionally, these branches are charged with developing, solving, and refining network connectivity for all major subordinate and supported commands.

For the clarification of this Performance Work Statement (PWS) the following definition of Local Area Network (LAN) is provided: A LAN is an architecture of hardware, connected by an operating system, that allows for the interconnecting of multiple users through standard Office Information System (OIS) applications. The USTRANSCOM C4 environment interfaces with numerous on-site and remote commercial, DOD, service, and common-user networks (i.e., SIPRNET, NIPRNET, and the Scott AFB LAN/WAN/MAN). A myriad of applications make use of the USTRANSCOM C4 infrastructure providing access and services to the USTRANSCOM user community.

The selected existing USTRANSCOM LANs, supported by TCJ6, are comprised of three operating systems (Sun UNIX, Windows NT, and Windows 2000). The diversity of the applications riding the USTRANSCOM, TCJ6 supported, LANs (C2 systems, information management systems, mail/message systems, and security systems), compound the integration of new system requirements. The information security environment on the segments of the USTRANSCOM/TCJ6 supported LAN is a unique integration of products demanding a high degree of technical capability.

I.3. Objectives of Work

The overall objective of this contract is to provide selected C4 systems and function support to TCJ6 to include: operations, technical services, testing, training, security, data entry, communications management, World Wide Web (WWW) administration, and other TCJ6 identified C4 systems support. Specific deliverable requirements include: provide TCJ6 directed operational unclassified LAN, GTN LAN, and classified LAN infrastructure support 24 hours per day/7 days per week; provide testing and evaluation of new products as assigned by TCJ6; provide C4 infrastructure support to include design of future network systems architectures; provide communications management function including technical assistance with the installation, implementation, configuration, and integration of TCJ6 directed projects; provide technical security guidance for classified and unclassified LANs, and other C4 concerns to include detection and correction of viruses and other security hazards, as well as user security training; and provide user training for C4, with specialized training for O-6 level or civilian equivalent (GS-15) and above.

2. SCOPE OF WORK

The contractor shall provide the necessary trained and fully qualified personnel, supervision, task management, technical services, and equipment spares required for the successful accomplishment of the requirements of this contract. During the course of the performance of the contract, government changes in the technical environment or functional areas of the systems under the contract may occur that will require contractor personnel to obtain new skills and training. In such situations the government, with prior agreement, may permit the contractor to attend government provided training or share the cost of outside technical training. Such situations are anticipated to be rare occurrences and will be evaluated on a case-by-case basis by the Contracting Officer Representative (COR). Requirements for this contract are envisioned to be primarily on-site, but could extend to remote site interfaces and support. The contractor shall provide all of the requirements described in this PWS. Specific requirements include: monthly summary reports and status reports of systems; technical test evaluations and reports; customer training at Scott AFB; Joint Operational Support Airlift Center (JOSAC) data entry, and Joint Air Logistics Information System (JALIS)/ Operational Support Airlift Automated Information System (OSA AIS) operations and maintenance. Future enhancements may be identified through contract modification.

The complexity and size of this effort requires that all tasks shall be performed under the management and direction of a Program Director and Project Manager. Each task area will have a designated lead or "Key" individual. The required tasks under this PWS are listed below.

2.1. CONTRACT MANAGEMENT (CLIN 0001)

The contractor shall provide all deliverables listed in paragraph 6, referenced documents, and contractor-developed and government approved plans, schedules, and milestones. The contractor shall meet stated government requirements and milestones. If milestones are missed, the government must be notified in writing within 24 hours of the missed deadline. A Monthly Letter Status Report summarizing work performed shall be provided to the government no later than the 15th of the following month. A Program Review shall be provided to the government each quarter of the fiscal year.

The contractor shall provide a Program Director to provide oversight of contract requirements and employees.

The Project Manager is the authorized point of contact with the government Contracting Officer Representative (COR). Responsibilities include, but are not limited to, assist the Program Director, interface with government management personnel, staffing of all tasks, formulate and enforce work standards, assign schedules, review work discrepancies, communicate policies, purposes, and goals of the organization to subordinates.

Deliverable: Monthly Status Report

2.2. INFOSTRUCTURE SUPPORT (CLIN 0002)

2.2.1. Task 2-1 - Software Support Function

The software support function applies to both classified and unclassified LAN support. The contractor shall provide three distinct levels of software support as identified below. The contractor shall also augment the Unclassified OIS function by providing "advanced training" for those Help Desk calls regarding application questions that cannot be resolved by their personnel. More complex problems may require a Communications-Computer Systems Requirements Document (CSR/D). The government will provide the necessary support facilities and equipment at Scott AFB Illinois. The government will also provide reproduction of individual student course materials. In order to provide redundant service, it is recommended that contractor positions be cross-trained for each of the tasks listed below. The contractor shall develop a training program for new applications or software tools and assist in the gathering of requirements for future development.

2.2.1.1. Program Support

The tasks required in supporting the program support include but shall not be limited to: providing requirements assessments for newly identified software requirements in order to gather feedback from users within the various directorates for input into continued system development; providing research and analysis for new software; testing software against functional requirements for feasibility; maintaining an isolated LAN to be used with the implementation, testing, and operation of selected software prior to sending the software to the Test Center for testing against the network; suggesting software solutions; assisting with the development of product demonstrations and briefs; serving as liaison between Information Technology Services (ITS) and command communication; and keeping abreast of current technology trends and software. Support may include traveling of up to two trips per year to users located at MSC and MTMC.

2.2.1.2. Training Support

The training task shall include detailed instruction on the use of selected network and other C4 services. The contractor shall be responsible for the development, presentation, and maintenance of all C4S course material, curricula, and critiques. The government shall provide at least 30 days advance notice, prior to the first scheduled class in each module, for module development and instructor preparation. Courses will be presented in modular form unless otherwise specified by the government. The government shall manage scheduling for all C4S courses provided by the contractor. The government will work with the directorate training coordinators to schedule students, ensure availability of training facilities and materials, and administer training quotas. Classes will normally be held during the hours of 7:30 a.m. to 4:30 p.m., Monday through Friday. The government will make final determination of level and number of classes taught; class schedule (to include dates and time); and class size. The government will be responsible for deviations of class schedules to include notification to the student. The contractor shall provide one-on-one training for all courses to USTRANSCOM personnel as requested by O6 equivalent (or above) for either himself or a member of his staff on an as-needed basis. All training plans will be tailored based on the complexity of the course materials and the depth of training requested by the government and are subject to government approval. The contractor shall provide a formal training plan within 30 days after contract start. The plan will summarize the contractor's training philosophy/ methods for each course; identify objectives and completion criteria for each course; outline the content of each course; and recommend a comprehensive class schedule with the start/stop dates. This training plan shall also identify any training devices, aids, or equipment needed to support each course, and the estimated lead-time the instructor needs to prepare for each course. As new modules are developed, or major changes or modifications are made to existing modules, the contractor shall deliver a revised Training Plan within 30 days after written notice from the government. Change may also be required as a result of modifications to internal USTRANSCOM policies and procedures. Courses shall address the following at a minimum:

Functional Area Communications and Computer Systems Manager (FACCSM) Orientation/Awareness
Initial training for all FACCSM's will provide guidance concerning the organizational structure of the network, clarify FACCSM duties and responsibilities, and clarify where to go for support. All incoming personnel assigned to serve as FACCSM's will be required to attend a certification course providing them with the basic knowledge

required to perform their duties. Training will include guidance in the following areas at a minimum: where to go for Tier 2 support; basic troubleshooting tips for common problems; the do's and don'ts of the unclassified network; inventory, accountability, ordering, and delivery processes; maintenance procedures; security processes and procedures; and A-CSR instruction. FACCSM courses will be taught when class enrollment reaches a minimum of five students or at least every four months as determined by the government.

Office Track

The contractor shall develop, prepare, maintain, and teach a range of courses and curricula required to support USTRANSCOM personnel. Courses shall encompass basic, intermediate, and advanced training for the following software:

- Word
- Excel
- PowerPoint
- Access
- Project
- Internet Explorer
- Netscape
- Outlook

Gatekeeper/HTML Training

The contractor shall develop, prepare, maintain, and teach a Gatekeepers Course and curricula. This course shall provide instruction in the following areas at a minimum:

HTML; Homesite; Gatekeeper basics; Web page approval process; basic do's and don'ts for maintaining Web pages; where to go for help; Portal Content Manager (PCM); and Adobe Acrobat.

The contractor shall provide support to the Ops team, in order to ensure that training and operations are coordinated; work with Portal team, as needed, to stay current on any changes to the Gatekeeper processes; and prepare and maintain course curricula.

Joint Personnel System (JPS)

The contractor shall develop, prepare, maintain, and teach a basic and advanced training course and curricula required to support USTRANSCOM personnel.

2.2.1.3. New Training Requirements/Support

The contractor shall develop and deliver a formal course for training USTRANSCOM personnel on new applications or software tools as directed by the government. The contractor shall provide appropriate training plan, manuals, and feedback forms for users. The instructor will work with government personnel to finalize course requirements. Once the course requirements are finalized, the contractor shall provide a formal training plan within 30 days. The plan will summarize training methods for each course; identify objectives and completion criteria for each course; outline the content of the course; and recommend a comprehensive class schedule with start/stop dates. This training plan will also identify any training devices, aids, or equipment needed to support each course and the estimated lead-time the instructor needs to prepare for each course. As technology is constantly evolving, the contractor will prepare revised training plans within 30 days after written notice from the government.

2.2.1.4. Monthly Status Report

The contractor shall also provide a monthly status report on training progress. Status reports will include, as a minimum, type of course scheduled, number of people scheduled, and number of people attended. In addition, the contractor shall develop end-of-course critiques to be provided to each student. The results will be consolidated by the contractor and provided in report format to the government with the monthly status report. This report shall outline positive and negative training comments, address corrective action to be taken by the contractor, and provide

a summary of issues contained in the critiques that require action by USTRANSCOM. The contractor shall maintain the individual student critiques for 1 year for review by the government.

Deliverables: Monthly Status Report
Training Plans
Trip Reports

2.2.2. Task 2-2 - Exercise/Contingency Operations Function

The contractor shall provide support for the USTRANSCOM's Plans Branch to include Spectrum Management and Plans Development responsibilities. On-site hours are from 7:30 a.m. to 4:30 p.m., Monday through Friday. The government reserves the right to extend the on-site hours during contingencies or emergencies not to exceed the limits established in paragraph 2.3.4. The contractor shall attend meetings held at USTRANSCOM and/or other locations as identified by the government, and provide summary/detailed results/impact of meetings upon request by the government with ten estimated reports per year. When travel outside the local area is required, the contractor will make all necessary travel arrangements. After travel is completed, the contractor will bill the government for all expenses incurred as outlined in the Joint Travel Regulation (JTR), Volume 2, Paragraph C6002. The government estimates eight trips to remote sites per year. Attendance by the contractor personnel to meetings held in the local area shall be at no additional cost to the government. The meetings will generally take place during normal duty hours, 7:30 a.m. to 4:30 p.m., Monday through Friday.

Deliverable: Conference Minutes

2.2.2.1. General Contingency Operations Duties

The contractor shall assist in identifying and analyzing communications-computer resources required to support the Defense Transportation System (DTS)/USTRANSCOM's worldwide contingencies, exercises, combat operations, and disaster relief missions. This support requires extensive knowledge of the transportation policies, procedures, and practices within the DTS to develop and implement effective crisis and contingency C4S standards, policies and procedures to support the USTRANSCOM mission. This support will be required for coordinating with the Joint Chiefs of Staff (JCS), participating Commanders, Air Mobility Command (AMC) (strategic airlift), Military Sealift Command (MSC) (strategic sealift), and Military Traffic Management Command (MTMC) (strategic land transportation) on C4S problems that arise during exercises and contingencies. The contractor will assist with the installation, operation, maintenance, and modification of transportation communications-computer systems resources for exercise and contingency operations. The contractor will prepare and send DMS messages as required. The contractor will be responsible for the timely technical review of Mission Needs Statements and Operational Requirements Documents. The contractor will be the alternate focal point for the C4S portion of the USTRANSCOM readiness assessment program and assist in preparing the Joint Monthly Readiness Report (JMRR) which is forwarded to the Chairman, Joint Chiefs of Staff. This support will include assisting in the evaluation of the C4S portion of the Transportation Component Commands (TCCs) readiness reports to determine if it adequately provides sufficient information and help compile the data into meaningful readiness indicators.

2.2.2.2. Communications Spectrum Management

The contractor shall be responsible for all functions of Spectrum Management within USTRANSCOM. The contractor will identify and analyze radio frequency (RF) spectrum resources required to support the Defense Transportation System (DTS)/USTRANSCOM's worldwide contingencies, exercises, combat operations, and disaster relief missions. This support requires extensive knowledge of the transportation policies, procedures, and practices within the DTS to develop and implement effective spectrum management standards, policies, and procedures to support the USTRANSCOM mission. The contractor will be responsible for coordinating with the JCS, Military Communications-Electronics Board (MCEB), Joint Spectrum Center (JSC), Service Spectrum Management Offices (AFFMA, CE Services, NAVEMSCEN), participating Commanders, AMC (strategic airlift), MSC (strategic sealift), and MTMC (strategic land transportation) on spectrum problems that arise during exercises and contingencies. Will lead in development of command-specific policy and guidance for electromagnetic spectrum use. The contractor will review and assist in developing communications-computer systems annexes from a spectrum management perspective, for supported operations plans involving USTRANSCOM. These annexes address all critical operational mobility connectivity/system requirements to provide USTRANSCOM the capability to effectively manage the DTS and keep the National Command Authorities informed of ongoing strategic lift

actions. The contractor will be required to interface with representatives of USTRANSCOM components, supported Commanders, JCS, JSC, OSD, NSA, DISA, and various agencies of the federal government to ensure adequacy of transportation information systems spectrum support for contingency and exercise plans. The contractor may be required to serve as the USTRANSCOM spectrum representative at planning meetings, conferences, and working groups to develop crisis response and exercise plans. The contractor will assist in evaluating spectrum related after-action items from contingency and exercise activities, and ensure that transportation after action items related to information systems are incorporated into program directives that identify areas for improvement. The contractor will develop point papers and briefings for the Commander, other members of the senior staff, distinguished visitors, and other agencies as required for spectrum management and related matters. The contractor will be responsible for ensuring that documents/products showing the current status and actions pending for systems and spectrum-sensitive activities throughout the DTS is updated. This view will be projected 5 years into the future. Specificity for listed systems, cross-systems interdependencies and single points of failure will also be displayed, as well as HNA progress/actions broken down by command, Service, and host nation. The contractor will be responsible for ensuring the common database of Application for Equipment Frequency Allocation (J/F-12 papers) necessary for planning, coordinating, and controlling spectrum use is maintained. This data should also contain applicable note to holder pages. Maintenance of this database will require interface with representatives of, supported command's Joint Frequency Management Offices, JCS, JSC, and various agencies of the federal government. The contractor will perform various spectrum management duties through the use of automated spectrum management software tools such as Spectrum XXI and the Spectrum Certification System. Additionally, the contractor will act as the technical advisor for all spectrum issues for the Chief Information Officer (CIO) Technical Review Board during the spring and fall sessions.

2.2.2.3. Communications Plans Development

The contractor will assist in developing policy, doctrine, operating techniques, methodology, and procedures for transportation communications-computer systems security, survivability, sustainability, interoperability, and readiness to support the transportation infrastructure and integration with the DTS. The contractor will review and assist in developing communications-computer systems annexes for supported operations plans involving USTRANSCOM. The contractor will be specifically responsible for the Annex K's of all OPLANs and the C4S portion of all Command Arrangement Agreements (CAAs). These annexes address all critical operational mobility connectivity/system requirements to provide USTRANSCOM the capability to effectively manage the DTS and keep the National Command Authorities informed of ongoing strategic lift actions. The contractor will be the alternate focal point for the C4S portion of the USTRANSCOM readiness assessment program and assist in preparing the Joint Monthly Readiness Report (JMRR), which is forwarded to the Chairman, Joint Chiefs of Staff. This support will include assisting in the evaluation of the C4S portion of the Transportation Component Command's (TCC) readiness reports to determine if it adequately provides sufficient information and help compile the data into meaningful readiness indicators. The contractor will interface with representatives of USTRANSCOM components, supported Commanders, JCS, OSD, NSA, DISA, and various agencies of the federal government to ensure adequacy of transportation information systems support for contingency and exercise plans. The contractor may be required to assist the government USTRANSCOM C4S representative by actively participating in planning meetings, conferences, and working groups to develop crisis response and exercise plans. The contractor will assist in evaluating after-action items from contingency and exercise activities, and ensure that transportation after action items related to information systems are incorporated into program directives that identify areas for improvement. This encompasses innovative approaches, technologies, and methods for evaluating the effectiveness of transportation programs and service. The contractor will develop point papers and briefings for the Commander, other members of the senior staff, distinguished visitors, and other agencies as required for exercises, contingencies, and related matters. The contractor will assist the USTRANSCOM's unified command project manager for the development and implementation of crisis and contingency policies and procedures supporting the National Security and Emergency Preparedness (NSEP) program. Additionally, the contractor shall serve as the operational interface with new C4 systems that are being fielded in the command and work with the integration team to ensure they are incorporated into OPLANs and CAAs. The contractor will serve as the Joint Universal Lessons Learned System (JULLS)/Remedial Action Program (RAP) representative for TCJ6 exercise JULLS/RAP Joint Training Plan (JTP) issues and evaluate training tasks and USTRANSCOM's Joint Mission Essential Task Lists (JMETLs), as required.

2.2.2.4. Airborne Communications Task Manager

The contractor shall conduct research, provide expert advice, and assist in the analysis, development, and integration of new and enhanced Command and Control (C2) aircraft communications requirements. The contractor shall assist in the preparation of requirements, program plans, C2 architectures, and airborne communications roadmaps as required. The contractor will apply technical knowledge of airborne communications systems, subsystems, components, program management philosophies, policies, and procedures. The contractor will provide technical integration and planning expertise for command requirements development and programmatic efforts across a broad spectrum of aircraft communications activities. The contractor will prepare/review Performance Work Statements (PWS), Statements of Objectives (SOO), system specifications, system safety requirements, and Operational Test and Evaluation (OT&E) requirements. The contractor shall work with user communities, USTRANSCOM components, industry, laboratories, and acquisition and logistics centers to help plan, develop, and insert advanced technologies into aircraft communications systems. The contractor shall develop and coordinate airborne communications requirements and status to achieve and maintain interoperable airborne C2 communications systems. Requirements documentation may include AF Form(s) 1067, Capabilities Gaps, Initial Capabilities Documents (ICD), Capabilities Development Document (CDDs), Mission Area Plans (MAPs), Test and Evaluation Master Plans (TEMPs), and other documents specific to supporting airborne C2 communications requirements. The contractor will be expert on the technical/architectural requirements associated with airborne communications interfaces with supporting terrestrial network infrastructures. The contractor shall prepare briefings and technical reports as required.

2.2.3. Task 2-3 - Network Engineering Assistance

The contractor will assist the government in performing technical engineering support for program management oversight within USTRANSCOM of projects related to network infrastructure and email services/office information systems development. Normal on-site hours are from 7:30 a.m. to 4:30 p.m., Monday through Friday. The contractor shall provide management assistance to USTRANSCOM to include: planning, policy development, technical integration and interoperability, and life-cycle support. The contractor shall provide managerial assistance with DOD and USTRANSCOM directed programs/projects. Some major development programs/projects may have pre-established USTRANSCOM requirements/resources, where the contractor's objective is to take information and organize it into system development, implementation, and management plans and then assist in directing the planned actions to achieve the established goals. When requested by the government, the contractor shall provide analysis of DOD publications and instructions. The contractor shall assist in maintaining TCJ6 Strategic Objective documentation, as well as preparing drafts of inputs for the Department of Defense publications. Additionally, the contractor shall prepare appropriate briefs, information papers, and requirement documents such as the Communications-Computer Systems Requirements Document (CSR), for products necessary to assess, implement, install, and monitor Infostructure supported hardware/software. The contractor shall assist the government with tracking and develop Configuration Control Board (CCB) guidance. The contractor shall also assist in analysis and documentation of Infostructure requirements. The contractor shall assist in drafting procurement documentation and prepare appropriate briefs, information papers, and requirement documents in support of USTRANSCOM. The contractor shall assist the government in analyzing hardware/software requirements and in developing command policy for Configuration Control. The contractor shall assist in ensuring that all program/projects conform to the guidelines established by the Defense Information Infrastructure Common Operating Environment (DII/COE). The contractor shall assist the government with CIO Program Review Panel (CPRP) documentation, Program Obligation Memorandum (POM), and Presidents Budget (PB) submissions. The contractor shall assign a focal point to be responsible for organizing, developing, identifying shortfalls, and implementing elements of assigned programs/projects. The contractor shall attend meetings held at USTRANSCOM and/or other locations as identified by the government, and provide summary/detailed results/impact of meetings upon request by the government with six estimated reports per year. All government required meetings would generally take place during normal duty hours, 7:30 a.m. to 4:30 p.m., Monday through Friday.

Deliverable: Conference Minutes

2.3. GCCC SUPPORT - INFORMATION ASSURANCE AND INFORMATION PROTECTION (IA/IP) (CLIN 0003)

The contractor shall provide support for USTRANSCOM's Information Assurance (IA) Program, including system security engineering, information operations planning, policy review and development, design and deployment of service assurance infrastructure, and COMSEC coordination duties. The contractor shall provide technical security

guidance, evaluate developing C4 programs for compliance, and review computer systems requirements documentation for security impact. The contractor shall provide both guidance and assistance to the TCCs in developing and maturing their IA postures. The contractor shall be responsible for conducting various IA functions, and drafting, under government guidance, USTRANSCOM information system security policies and procedures. The contractor shall provide a consolidated view of the DTS IT community through three distinct IA pillars: Information Protection, Network Management, and Service Assurance. The contractor shall implement a customer service assurance infrastructure and administer the Multilevel Information Systems Security Initiative (MISSI) family of security products such as the FORTEZZA security card. Specifics on duty hours, travel requirements, etc., will be provided under each task description.

2.3.1 Task 3-1 - Information Protection Policy and Engineering Duties

The contractor will provide policy and security engineering support to USTRANSCOM. On-site hours are from 7:30 a.m. to 4:30 p.m., Monday through Friday at Scott AFB, and on-call at all other times with a 1 hour response time. The contractor shall provide support on-site on a 24 hour, 7 day basis during periods of major exercises, contingencies, and emergencies. The contractor will draft security policies to support IP capabilities and provide configuration guidance during system development efforts. The contractor shall provide technical security guidance, evaluate developing C4 programs for compliance, and review computer systems requirements documentation for security impact. The contractor shall support the correlation of incidents from across the command and support the Information Operations activities of the command. The contractor will provide an individual to attend exercise planning conferences, provide support for Master Scenario Events List (MSEL) development and participate in exercises at USTRANSCOM as a controller. In support of USTRANSCOM development activities, the contractor shall: review proposed changes to the command ADP architecture to ensure that all new computer systems being introduced into USTRANSCOM and the Transportation Component Command's (TCC) adhere to DOD and command computer security policies and instructions; research and advise the command on recently developed countermeasures designed to protect command systems from new threats; evaluate site-unique software and recommend approval/disapproval; review computer network designs and specifications for adequacy and technical feasibility, considering factors such as compatibility with agency policy, conversion or implementation costs, and impact on existing equipment; develop plans to implement new or revised system security configurations; evaluate user security requirements, risks, exposures, and needs for security controls during the development or acquisition phase; formulate, review, and revise procedures necessary to implement ADP system security in accordance with higher-level regulatory requirements; review all safeguard procedures to measure the effectiveness of the total system security and make formal recommendations to government based on these reviews; prepare documentation in accordance with DOD, Air Force, and USTRANSCOM instructions; develop, implement, and administer effective security programs that are approved by government; and evaluate security accreditation documentation. The contractor shall attend meetings held at USTRANSCOM and/or other locations as identified by the government, and provide summary/detailed results/impact of meetings upon request by the government with 12 estimated reports per year. The government estimates twelve trips to remote sites per year. Attendance by the contractor personnel at meetings held in the local area shall be at no additional cost to the government. These meetings will generally take place during normal duty hours, 7:30 a.m. to 4:30 p.m., Monday through Friday, but can extend beyond these core hours when needed to support major exercises, contingencies, and emergencies.

2.3.1.1. Technical Environment

Contractor personnel shall have experience with and working knowledge, expertise preferred, in the following core competencies, systems, software and hardware. Desired experience includes, but is not limited to:

Core Competencies:

- Secure systems architecture and design
- **Common Services/Protocols (e.g., Domain Name Service (DNS))**
- **Dynamic Host Configuration Protocol (DHCP)**
- **HTTP**
- **Secure Hyper Text Transfer Protocol (HTTPS)**
- **Internet Protocol Security (IPsec)**
- **Secure Shell (SSH)**
- **Simple Mail Transfer Protocol (SMTP)**
- Information security devices
- Stateful packet inspection devices/applications
- **Information security concepts (e.g., authentication, confidentiality, integrity, non-repudiation, network segmentation, Public Key Infrastructure (PKI))**
- Network architectures and concepts (e.g., Asynchronous Transfer Mode (ATM), Classless Inter-Domain Routing (CIDR), Gigabit Ethernet, Ethernet, Network Address Translation (NAT), Router/Switch Functions, Remote Access Server (RAS), Transmission Control Protocol/Internet Protocol (TCP/IP), Virtual Private Networking (VPN))

Hardware:

Sun SPARC Ultra workstations/servers
Intel Platforms

Operating System Software:

UNIX operating systems (e.g., SOLARIS, HP-UX, FreeBSD)
Microsoft NT 4.0, 2000

Application Software:

Anti-virus Software (e.g., Symantec, McAfee)
Content Filtering (e.g., Netscape Proxy server, Squid, SmartFilter)
Firewalls (e.g., Checkpoint Firewall-1, IPFilter, Raptor, Sidewinder)
Intrusion Detection Systems (e.g., Snort, ISS Real Secure)
Network Tools (e.g., TCPDUMP, nmap, What's up Gold)
Vulnerability assessment tools (e.g., Nessus, ISS Internet Security Scanner)

2.3.1.2. Security Systems Administration

This task is under the direction of 868th Communications Squadron. The contractor shall provide a security system administrator function responsible for maintaining firewalls, intrusion detection systems, proxy servers to include installing security patches and software updates, and conducting routine system backups, conducting vulnerability assessments, assisting in configuration management, provided anti-virus support and auditing on USTRANSCOM classified and unclassified networks, and ensure the integrity of computer systems security is maintained in accordance with applicable policies and instructions. On-site hours are from 7:30 a.m. to 4:30 p.m., Monday through Friday, and on-call from 4:31 p.m. to 7:29 a.m., Monday through Friday, as well as on-call 24 hours per day during weekends and holidays. Response time during on-call periods shall be no more than 2 hours to on-site work start. The contractor shall provide 24 hours per day/7 days per week coverage during exercise/contingency operations. The contractor shall attend meetings held at USTRANSCOM and/or other locations as identified by the government, and provide summary/detailed results/impact of meetings upon request by the government with an estimated six to eight reports required. Attendance by the contractor personnel at meetings held in the local area

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Coordination Center (GCCC)

shall be at no additional cost to the government. All government required meetings would generally take place during normal duty hours, 7:30 a.m. to 4:30 p.m., Monday through Friday.

Deliverables: Ad Hoc reports
Conference Minutes
Travel Expense Report
Monthly Status Report

2.3.2. Task 3-2 - IA/IP for USTRANSCOM Component Commands

The contractor shall provide support for the fielding of a comprehensive, command-wide IA/IP security architecture (hardware, software, analysis tools, etc.) to protect, defend, report and analyze the IA/IP status of the command's networks and C4 systems. Regular duty day for this task is 7:30 a.m. to 4:30 p.m., Monday through Friday. On-site locations will vary based on the installation schedule. This architecture will extend current USTRANSCOM IP capabilities out to the Transportation Component Commands' DTS networks and GTN feeder systems to provide the Commander a true, near real-time, command-wide status of IA/IP activities across the whole of the DTS. The information protection capabilities include: firewalls, intrusion detection systems, proxy servers, anti-virus operations, security configuration management, vulnerability assessments, incident response and auditing. The contractor will coordinate with the TCCs, identify shortfalls in the information protection capabilities of the TCCs, assist in the design of technical solutions to eliminate the shortfalls and implement the technical solutions on-site at TCC locations. The contractor will train local TCC personnel on the operation of the security mechanisms deployed and assist in drafting local TCC security policies to support the daily operations of the security mechanisms. In addition, the contractor will assist USTRANSCOM in evaluating the progress of the TCCs on meeting the requirements of the USTRANSCOM security architecture and applying lessons learned both through procedural/process changes and technology enhancements. The government estimates 80 total trips to remote sites per year for deployment of security mechanisms and technical interchange visits with the TCCs. The contractor will provide informal trip reports for all trips to remote sites. Attendance by the contractor personnel to meetings held in the local area shall be at no additional cost to the government. The meetings will generally take place during normal duty hours, 7:30 a.m. to 4:30 p.m., Monday through Friday.

2.3.2.1. Technical Environment

Contractor personnel shall have experience with and working knowledge, expertise preferred, in the following core competencies, systems, software and hardware. Desired experience includes, but is not limited to:

Core Competencies:

- Secure systems architecture and design
- **Common Services/Protocols (e.g. Domain Name Service (DNS))**
- **Dynamic Host Configuration Protocol (DHCP)**
- **HTTP**
- **HTTPS**
- **Internet Protocol Security (IPSec)**
- **Secure Shell (SSH)**
- **Simple Mail Transfer Protocol (SMTP)**
- Information security devices
- Stateful packet inspection devices/applications

- **Information security concepts (e.g., authentication, confidentiality, integrity, non-repudiation, network segmentation, Public Key Infrastructure (PKI))**
- Network architectures and concepts (e.g., Asynchronous Transfer Mode (ATM), Classless Inter-Domain Routing (CIDR), Gigabit Ethernet, Ethernet, Network Address Translation (NAT), Router/Switch Functions, Remote Access Server (RAS), Transmission Control Protocol/Internet Protocol (TCP/IP), Virtual Private Networking (VPN))

Hardware:

Sun SPARC Ultra workstations/servers
Intel Platforms

Operating System Software:

UNIX operating systems (e.g., SOLARIS, HP-UX, FreeBSD)
Microsoft NT 4.0, 2000

Application Software:

Anti-virus Software (e.g., Symantec, McAfee)
Content Filtering (e.g., Netscape Proxy server, Squid, SmartFilter)
Firewalls (e.g., Checkpoint Firewall-1, IPFilter, Raptor, Sidewinder)
Intrusion Detection Systems (e.g., Snort, ISS Real Secure)
Network Tools (e.g., TCPDUMP, nmap, What's up Gold)
Vulnerability assessment tools (e.g., Nessus, ISS Internet Security Scanner)

2.3.3. Task 3-3 - Communications Security (COMSEC) Manager

On-site hours are from 7:30 a.m. to 4:30 p.m., Monday through Friday at SAFB. The contractor shall provide COMSEC support on-site on a 24 hour, 7 day basis for a 60 day period during major exercises, contingencies, and emergencies. This extended coverage specifically applies to support for secure voice which involves operation, installation, and maintenance for Secure Telephone Unit-III (STU-III) instruments, Secure Terminal Equipment (STE) telephones, secure cellular telephones (e.g., CIPHERTAC), secure facsimile machines, and cryptographic secure voice keys; training to users and maintenance of records for secure voice instruments throughout the command. As part of the on-going daily support, the contractor shall provide COMSEC oversight for USTRANSCOM, the TCCs, and other direct reporting elements (to include the four sub-accounts within USTRANSCOM). Contractor responsibilities include being thoroughly familiar with all aspects of COMSEC management and associated COMSEC material. The contractor shall disseminate urgent, doctrinal, policy, and procedural COMSEC information with Headquarters CPSPG/DIKWM (Lackland Air Force Base, San Antonio TX), and HQ Air Force Communications Agency (AFCA) (Scott Air Force Base IL). The contractor will ensure the latest policies are being adhered too, as well as COMSEC material is being properly ordered and maintained. The contractor will implement government-established controls so only properly cleared personnel with a legitimate need to know are permitted access to COMSEC material. The contractor will develop a Command Policy Directive (PD). The contractor will coordinate on COMSEC Operating Instructions (OIs) as they are developed by sub-accounts. The PD and OIs will include specific procedures for handling, controlling, and protecting COMSEC assets. Also included will be procedures for receiving, issuing, destroying, inventorying (both daily and semiannual), Two Person Integrity (TPI), and COMSEC incident reporting. The contractor will assist in training users in the rules for use, safeguarding, controlling, and the proper destruction of COMSEC aids. The contractor will be responsible for submitting recurring and ad-hoc reports. The contractor will request keying material for new missions and provide disposition instructions for keying material that is no longer required. The contractor will operate the Electronic Key Management System (EKMS) Local Management Device LMD/ Key Processor (KP) for the generation of electronic cryptographic keys. The contractor shall attend meetings held at USTRANSCOM and/or other locations as identified by the government, and provide summary/detailed results/impact of meetings upon request by the government with ten estimated reports per year. The contractor shall write and maintain a continuity book on each project worked. These books will become the property of the government. The government estimates ten trips to remote sites for support. Attendance by the contractor personnel at meetings held in the local area shall be at no additional cost to the government. All government required meetings generally take place during normal duty hours, 7:30 a.m. to 4:30 p.m., Monday through Friday.

2.3.3.1. COMSEC Assistant

As the COMSEC assistant manager, the contractor serves as the Primary System Administrator for the Certification Authority Workstation (CAW). The contractor will generate Defense Message System (DMS) user cards for both classified and unclassified systems. The contractor shall coordinate and manage the USTRANSCOM cryptographic account in accordance with Air Force Instruction (AFI) 33-211, COMSEC User Requirements, and AFKAG 1 & 2, thus ensuring cryptographic account administration meets all inspection requirements. The contractor shall issue COMSEC material to authorized personnel and also shall assist the COMSEC manager in the development of a comprehensive user-training program for COMSEC Responsible Officers. The contractor shall maintain current copies of all required cryptographic regulations, manage cryptographic agent training and scheduling, provide training on Secure Voice procedures and equipment, publish policy directives and guidance regarding COMSEC, and provide point papers and briefings on COMSEC issues and requirements. The contractor will operate and maintain accountability for secure facsimile devices and coordinate cryptographic circuit maintenance. The contractor is responsible for inventory and accountability of all USTRANSCOM cryptographic materials and devices and will coordinate acquisition of cryptographic keying materials and accountability of associated keys. The contractor shall obtain annual COMSEC monitoring requirements from USTRANSCOM and the TCCs, for submission to Joint COMSEC Monitoring Agency (JCMA), and prepare annual USTRANSCOM COMSEC monitoring requirements message to the JCMA. The contractor shall also assist with the development of USTRANSCOM Critical Information List (CIL) as part of the Information Operations Planning Cell (IOPC); establish, coordinate, and implement the USTRANSCOM Inter-theater COMSEC Package (ICP) Program; be responsible for coordinating and implementing the COMSEC Education, Training, and Awareness (ETA) program; and publish articles and info grams as part of the ETA program. The contractor will also monitor, evaluate, and participate in exercise, system, and device evaluation; provide After Action Reviews (AARs) regarding COMSEC issues; publish annexes and integrate USTRANSCOM ICP program as required for support to Contingency Plans (CONPLANS) and Operation Plans (OPLANS); and provide support to the CAT during real world and exercise missions.

2.3.3.2. COMSEC Accountant

In addition to the requirements as stated in paragraph 2.3.3., the contractor shall provide COMSEC support on-site from 7:30 a.m. to 4:30 p.m., Monday through Friday. Government personnel will provide cryptographic change duty after normal work hours, on holidays and weekends. If for some reason the government assigned person is unavailable, the COMSEC Accountant contractor (on a not to interfere basis) may be called, and if available, asked to provide assistance. Additionally, on a prearranged, case-by-case basis, the contractor may act as the "official" back up to the on-call person. However, the contractor shall not be required to provide "official" back-up support that exceeds 15 days per 12-month period. The contractor shall attend meetings held at USTRANSCOM and/or other locations as identified by the government, and provide summary/detailed results/impact of meetings upon request by the government with four estimated reports per year. The government estimates four trips to remote sites for support. Attendance by the contractor personnel at meetings held in the local area shall be at no additional cost to the government. All government required meetings generally take place during normal duty hours, 7:30 a.m. to 4:30 p.m., Monday through Friday.

2.3.3.3. Technical Environment

Contractor personnel shall have experience with and expertise in the following systems, software and/or hardware. Desired experience includes, but is not limited to:

- STU-III and STU IIIR Instruments and their CIKs
- Secure cell phones (e.g., CIPHERTAC, GSM, CDMA)
- Iridium satellite terminals
- STE Instruments
- KG-84
- KG-94
- KG-194
- KIV-7
- 1910 SDD Modem
- KOI-18

KYK-13
KYK-15

2.3.4. Task 3-4 - Contingency or Emergency Operations Support (Optional)

USTRANSCOM C4 systems are designed to operate 24 hours per day/7 days per week, and some functional areas will receive full-time support as specifically identified in this PWS. During operation of the C4 systems that support USTRANSCOM, there may also be other instances where the government may elect to increase the level of support as requirements dictate due to contingencies or network emergency operations. When increased levels of operation are forecast, a designated government representative will notify the contractor, in writing, if possible, 30 days prior to the change. During contingency operations the government may require 24 hour continuous C4 support for the USTRANSCOM CAT. When increased C4 support for the USTRANSCOM CAT is required, TCJ6 or a designated government representative will notify the contractor, in writing, a minimum of 24 hours prior to the need of contingency operation support. In the event of an unforeseen contingency or a network emergency, the government may notify the contractor verbally, to be followed up in writing. Notification will include the identification of additional support by function(s) and level of support required. Extended support shall be activated within 24 hours after notification by the government unless otherwise specified. The government may extend the on-site hours during contingencies or network emergencies for an estimated 10 continuous days of 24 hour operations for estimated maximum of six periods per year.

2.3.5. Task 3-5 - Customer Service Assurance Support

The contractor shall implement Customer Service Assurance using government-furnished software responsible for providing Service Level Management (SLM) of USTRANSCOM Defense Transportation System (DTS) Automated Information System (AIS). The Service Assurance (SA) effort includes the installation, administration, and configuration of the government procured software tool suite, commonly referred to as BMC Software, Inc., PATROL, Service Level Manager, Service Reporting, PATROL End-to-End Timer, and PATROL Enterprise Manager (PEM). Through the application of the BMC Software tool set and other products that may be procured, the contractor is required to perform SLM as defined within this PWS for those DTS AIS that are inducted into the SA paradigm. On-site hours are from 7:30 a.m. to 4:30 p.m., Monday through Friday at SAFB, and on-call at all other times with a 2 hour response time. The contractor shall collect, evaluate, and report the service levels experienced by the DTS AIS customer. The contractor shall identify a lead Systems Analyst to the government to serve as a focal point for SA management services. The contractor lead Systems Analyst will be responsible for representing SA concerns at government meetings, and when the government team leader is unavailable. The contractor shall attend meetings held at USTRANSCOM or other locations as identified by the government, and provide either summary or detailed results and impact of meetings upon request by the government with six estimated reports per year. The government estimates six trips to remote sites per year. Attendance by the contractor personnel at meetings held in the local area shall be at no additional cost to the government. The meetings will generally take place during normal duty hours, 7:30 a.m. to 4:30 p.m., Monday through Friday.

2.3.5.1. Implement USTRANSCOM Service Assurance

The contractor shall implement USTRANSCOM SA Support. This support process is on going, iterative, and addresses SLM of all USTRANSCOM DTS AIS. The SA paradigm was promulgated after industry discussions concerning SLM of customer applications. The SA paradigm will provide near real-time status of USTRANSCOM DTS AIS to DTS customers, and provide the TCJ6 IA Common Operational Picture (COP) to the Global Command, Control, Communication and Computer System (C4S) Coordination Center (GCCC). As the SA paradigm is advanced within USTRANSCOM, the government will direct which DTS AIS will be targeted for inclusion. The contractor shall work in close coordination with the government representative to implement the software, hardware, and processes required to induct and activate an application within the USTRANSCOM SA paradigm. The contractor shall assist with the coordination of the USTRANSCOM internal assets required to implement SA.

2.3.5.2. Evaluate and Recommend Customer Centric Monitoring Processes

The contractor shall review and become knowledgeable with the customer centric processes associated with targeted DTS AIS, and evaluate additional processes that may refine and enhance the CIO's SLM capabilities. The contractor shall research and identify potential Commercial Off-The-Shelf (COTS) software packages for performing SLM of DTS AIS. The contractor will document and recommend procurements of COTS software packages for performing SLM of DTS AIS.

2.3.5.3. Collect, Evaluate, and Report the Performance Monitoring Parameters

The contractor shall collect, evaluate, and report the objective measurements being recorded by the BMC Software product suite. The contractor shall start collecting, recording, and storing all parameter data identified by the government. The frequency (time frame from one parameter value to the next) and method of collecting each parameter will be based on the standards established for each parameter. The contractor shall evaluate the frequencies established for each parameter and recommend frequency adjustments based on timely notification of customer service interruptions. The contractor shall provide customer service status reports, ad hoc studies, and ad hoc data requests as defined below.

a. The contractor shall deliver customer service status reports as required by the government. Customer service status reports are required as a function of SA. These status reports are defined by the government, and contain information relative to the availability or performance of an application. The contractor shall provide status reports of those applications for which instrumentation has been accomplished, when specifically requested by the government. The application status report shall reflect data points requested by the government covering a period of time defined by the government. Status reports will be in presentation slide format (Microsoft PowerPoint latest version) to include narrative descriptions (within the PowerPoint Notes Pages) of all events that precluded customer utilization of the application, or other descriptive text which is associated with anomalies or required to clarify the report context. These status reports will generally be weekly recurring reports. Depending upon mission requirements and operational tempo, there may be short to mid-term periods (6-8 weeks) where daily status reports may be required.

b. The contractor will prepare and deliver Ad Hoc SLM Analysis Studies as required by the government. These documents will cover specific SLM analysis related topics and will be short duration tasks (10-15 days) in length. The contractor will be required to produce no more than one ad hoc "SLM Analysis" Study every 3 month period. The ad hoc studies will be in Microsoft Word format, with Microsoft PowerPoint slides embedded in the Microsoft Word document as appropriate.

c. The contractor will prepare and deliver Ad Hoc SLM Data Requests as required by the government. These requests will cover specific SLM related data that are available via the government provided system performance monitoring tool or from standard operating system/database scripting commands. The requests will typically be very short duration tasks (1 to 2 days) in length, and may require repetition on a regular or irregular schedule. The contractor will be required to produce no more than three ad hoc data requests per month. The data requests will be in a government-determined format based on a case-by-case basis.

2.3.5.4. USTRANSCOM DTS AIS Alarm Development

The contractor shall utilize the capabilities of the government provided customer service monitoring tool set to establish alarms on customer service level breaches as determined by the government. The notification alarms will be configured in order for electronic signaling devices to contact designated individuals when parameters have been exceeded that indicate a breach of pre-defined customer service levels has occurred or is imminent. Additionally, the contractor will identify recommended changes, deletions, and additions to the current set of notification alarms and associated thresholds for government review and approval.

2.3.5.5. Service Assurance System Administration

The contractor shall perform system administration tasks associated with Unix and Microsoft Windows servers utilized to host the SA tool sets.

- a. PATROL Enterprise Manager. The contractor shall perform application administration tasks associated with the day-to-day operation and maintenance of the PATROL Enterprise Manager (PEM). This includes, but is not limited to, all tasks associated with maintaining the existing configuration, installing software upgrades, performance and tuning tasks, and configuring the PEM to accept new data feeds as prescribed by the government.
- b. PATROL End-To-End Timer. The contractor shall perform application administration tasks associated with the day-to-day operation and maintenance of the PATROL End-To-End (PETE) Timer. This includes, but is not limited to, all tasks associated with maintaining the existing configuration, installing software upgrades, performance and tuning tasks, and configuring the PETE Timer to execute new customer transactions as prescribed by the government.
- c. Web Server Administration. The contractor shall perform web server administration tasks associated with the day-to-day operation and maintenance of the web server associated with publishing the results of customer service monitoring. This includes, but is not limited to, all tasks associated with maintaining the existing web server configuration, installing software upgrades, and performance and tuning tasks as prescribed by the government.
- d. Service Reporting. The contractor shall perform web server administration tasks associated with the day-to-day operation and maintenance of the Service Reporting application associated with generating and displaying graphic representation of historical SA monitoring. This includes, but is not limited to, all tasks associated with maintaining the existing configuration, installing software upgrades, and performance and tuning tasks as prescribed by the government.

2.3.5.6 Service Assurance System Development

The contractor shall perform development work associated with building and publishing various HTML documents with live links to customer service monitoring tools. The contractor shall perform development work associated with customer centric monitoring. The contractor shall perform development work associated with the J6 IA COP. All development work will be performed within the constraints of the government provided software tool set. The software tool set constraints are defined as the software languages specific to the various environments (HTML, PATROL Script Language, Windows Macro, PATROL Enterprise Manager filters).

2.3.6. Task 3-6 - Proactive Event Management Audit and Assistance Task

The contractor shall audit the implementation of proactive event management and provide proactive event management software configuration assistance. This task will provide centralized auditing of proactive event management implementation and centralized technical assistance with implementing proactive event management as described within the United States Transportation Command (USTRANSCOM) Defense Transportation System (DTS) Enterprise Architecture (EA). The USTRANSCOM DTS EA standard proactive event management tool is BMC PATROL, and is prescribed for use within all Defense Transportation System (DTS) Automated Information Systems (AIS) directly managed by assets within the Command, Control, Communications and Computer Systems (C4S) Directorate (TCJ6) of the USTRANSCOM. BMC Software is the commercial vendor of PATROL, being installed as a proactive event management tool in all USTRANSCOM AIS. The contractor will provide a one-stop shop for auditing the progress of proactive event management implementation within USTRANSCOM administrated DTS AIS and providing technical assistance to USTRANSCOM DTS AIS system and database.

administrators with the implementation of proactive event management. Additionally, the contractor will assist in the development of custom knowledge modules and the customization of commercial off-the-shelf knowledge modules. On-site hours are from 7:30 a.m. to 4:30 p.m., Monday through Friday at Scott Air Force Base, Illinois. The Proactive Event Management System Audit and Configuration Assistance task will be integrated into the existing contractor team supporting the Service Assurance Section, Information Assurance Branch, Operations and Plans Division (TCJ6-OIS). The contractor shall identify a lead Systems Analyst to the government to serve as a focal point for this task. The contractor lead Systems Analyst will be responsible for representing Proactive Event Management System Audit and Configuration Assistance concerns at government meetings, and when the government team leader is unavailable. The contractor shall attend meetings held at USTRANSCOM or other locations as identified by the government, and provide either summary or detailed results and impact of meetings upon request by the government with 6 estimated reports per year. The government will fund for travel as stated in paragraph 3. The government estimates 6 trips to remote sites per year. Attendance by the contractor personnel at meetings held in the local area shall be at no additional cost to the government. The meetings will generally take place during normal duty hours, 7:30 a.m. to 4:30 p.m., Monday through Friday.

The contractor shall implement a Proactive Event Management System Audit and Configuration Assistance capability as outlined below for up to 12 (twelve) DTS AIS managed by assets within USTRANSCOM/TCJ6 each calendar year.

a. Proactive Event Management System Auditing. This capability will include auditing the installation, customization, and use of BMC Software PATROL in all DTS AIS directly managed by USTRANSCOM. The contractor shall create and maintain an audit record for each system inspected. Each record will contain, but is not restricted to, the following data points: System Name, Technical Administration Point of Contact, Date of Audit, textual description of the customization achieved, textual description of customization required, subjective grading of proactive event management implementation, and any pertinent data that would help the government adjudicate the successful implementation of proactive event management within the audited system. The contractor shall maintain the audit data in an electronic file stored on local area network resources provided by the government.

b. Proactive Event Management Configuration Assistance. This capability will include assisting in the configuration of the DTS EA standard proactive event management tool suite and assist the USTRANSCOM DTS AIS system and database administrators with the development of custom knowledge modules. The contractor shall provide direct technical support to USTRANSCOM/TCJ6 assets endeavoring to install and configure BMC Software's PATROL product for proactive event management. The contractor shall provide configuration assistance directly to system administrators to include: activating and deactivating parameters, adjusting parameter thresholds, establishing and configuring PATROL consoles, and identifying and establishing parameters for events monitored by commercial off-the-shelf knowledge modules. It shall be the responsibility of the contractor to assist USTRANSCOM administration staff responsible for the administration of DTS AIS in the development of custom PATROL knowledge modules required to execute event management of custom DTS AIS processes. The contractor will work directly with system and database administrators and USTRANSCOM organizational elements as directed by the government.

2.3.7. Task 3-7 - BMC Software Technical Support Center (Optional)

The government may elect to activate a position for a BMC Software Technical Support Center (TSC). The BMC Software TSC will provide centralized management for all technical support issues associated with the BMC Software PATROL product utilized for proactive event management throughout Automated Information Systems (AIS) directly managed by assets within the Command, Control, Communications and Computer Systems (C4S) Directorate of the United States Transportation Command (USTRANSCOM) (TCJ6). BMC Software is a commercial vendor of enterprise management software, planned for installation as a proactive event management tool in all USTRANSCOM AIS. The TSC will provide a one-stop shop for product version inventory, system installation records, clearing house for technical assistance requests, technical bulletin clearing house, and repository of training requirements and execution. On-site hours are from 7:30 a.m. to 4:30 p.m., Monday through Friday at

Scott Air Force Base, Illinois. The TCS will be integral with the Service Assurance Section, Information Assurance Branch, Operations and Plans Division. The contractor shall identify a lead Systems Analyst to the government to serve as a focal point for TSC management services. The contractor lead Systems Analyst will be responsible for representing TSC concerns at government meetings, and when the government team leader is unavailable. The contractor shall attend meetings held at USTRANSCOM or other locations as identified by the government, and provide either summary or detailed results and impact of meetings upon request by the government with 6 estimated reports per year. The government will fund for travel as stated in paragraph 3. The government estimates 6 trips to remote sites per year. Attendance by the contractor personnel at meetings held in the local area shall be at no additional cost to the government. The meetings will generally take place during normal duty hours, 7:30 a.m. to 4:30 p.m., Monday through Friday.

a. The contractor shall implement a BMC Software TSC providing centralized management and tracking of all technical support requests submitted by USTRANSCOM employees or contractors. It shall be the responsibility of the TSC to create and maintain a record of all support requests submitted by USTRANSCOM employees and contractors. The contractor shall create and maintain reports of support requests with similar symptoms, and will assist the submitting individuals by establishing and aiding the communication of 'lessons learned' from duplicate or near duplicate support requests. The contractor shall utilize the BMC Software support site as a data source when practicable, and shall not maintain duplicate records that do not have a definable value added.

b. The contractor shall implement a BMC Software TSC providing centralized product tracking. The contractor shall create and maintain a record of all AIS within USTRANSCOM using a BMC Software PATROL product. The record shall include all information required to clearly define the system's common name (e.g., GTN, JALIS, JFAST, etc.), the responsible program manager's name and contact information, the hardware make and model, the common name of the BMC Software PATROL product installed on each server, the software version of the installed BMC Software PATROL product, and the expiration date of software maintenance. The contractor shall communicate with various USTRANSCOM/TCJ6 division personnel to gain the source data, and shall maintain professional communication to insure any changes to the stored data are posted to the record.

c. The contractor shall implement a BMC Software TSC providing centralized tracking of technical documents published by the software vendor that effect the products installed in USTRANSCOM. The contractor shall use the BMC Software support presence on the World Wide Web (web) to subscribe and receive notices from the software vendor. The contractor shall create and maintain a record of documents published by BMC Software, the common name of the effected system, and a subjective assessment of the impact the reported topic has on each effected system.

d. The contractor shall implement a BMC Software TSC providing centralized management of BMC Software technical training for USTRANSCOM system and data base administrators and other AIS technicians who may require BMC Software centric training. The contractor shall establish and maintain a record of training requirements established through contacts with members of USTRANSCOM TCJ6 divisions. The contractor shall coordinate training sessions with BMC Software and third-party vendors as required to support identified training needs. The contractor shall establish and maintain communication with training candidates to coordinate their attendance at the required training sessions. The contractor shall establish and maintain a record of training credits made available to USTRANSCOM, names and contact information of individuals trained, and other details associated with the execution of training classes.

2.3.8. Task 3-8 - Service Assurance Performance and Availability Data Analysis (Optional)

The government may elect to activate a position for the implementation of Service Assurance Performance and Availability (P&A) data analysis. The Service Assurance Section, TCJ6-OIS, places processes and procedures into place that gather and store Automated Information System (AIS) P&A data. P&A data is stored in a Relational Data Base Management System (RDBMS) and will be made accessible to the contractor. The P&A data analysis work shall extract P&A data from the RDBMS, compile the data, review the data compilations, identify data trends, assess probable cause for performance aberrations and availability failures, prepare written reports detailing the results of the P&A data analysis, and respond to ad hoc analysis and data retrieval requests by the government. On-site hours are from 7:30 a.m. to 4:30 p.m., Monday through Friday at Scott Air Force Base, Illinois. The P&A data analysis team will be integral with the Service Assurance Section, Information Assurance Branch, Operations and Plans Division. The contractor shall identify a lead Systems Analyst to the government to serve as a focal point for P&A

data analysis. The contractor lead Systems Analyst will be responsible for representing P&A data analysis team concerns at government meetings, and when the government team leader is unavailable. The contractor shall attend meetings held at USTRANSCOM or other locations as identified by the government, and provide either summary or detailed results and impact of meetings upon request by the government with 6 estimated reports per year. The government will fund for travel as stated in paragraph 2.6. The government estimates 6 trips to remote sites per year. Attendance by the contractor personnel at meetings held in the local area shall be at no additional cost to the government. The meetings will generally take place during normal duty hours, 7:30 a.m. to 4:30 p.m., Monday through Friday.

The Service Assurance P&A analysis work will provide the government with clear and detailed reports that offer probable cause of performance and availability failures, and possible courses of action which may alleviate future occurrences of P&A failures. The reports will be based upon data from approximately 100 separate and distinct customer centric or server measures.

- a. The contractor shall implement Service Assurance P&A data analysis to extract raw P&A data from a RDBMS. Through efforts of the Service Assurance Section, either direct or indirect access will be provided to the RDBMS storing the raw P&A data. The data shall be extracted utilizing Structured Query Language (SQL) or Hypertext Markup Language (HTML) documents accessible through the USTRANSCOM Local Area Network (LAN).
- b. The contractor shall implement Service Assurance P&A data analysis to compile the raw P&A data. The data shall be compiled using government furnished computing hardware and software. The computing hardware will be industry standard personal computer (PC) desktop level hardware. The computing software will be Microsoft office products such as PowerPoint, Word, Excel, and Access. The contractor shall be responsible for identifying hardware or software shortfalls that preclude successful completion of the task. The contractor shall store all data compilations used as source data for P&A analysis reports on government provided network resources in a file structure the contractor shall document and provide to the government.
- c. The contractor shall implement Service Assurance P&A data analysis to perform a regular and methodical cursory review of Service Assurance P&A data. The cursory review shall be performed to identify probable data sets that may merit complete analysis. The contractor shall submit recommendations to the government with descriptive text that includes the AIS from which the data was gathered, the specific recording that generated the data, and descriptive text that explains why the contractor believes further investigation is merited. The government estimates there will be twelve reports of perfunctory analysis each contract year. Deliverable: Perfunctory Report of P&A Data Analysis.
- d. The contractor shall implement Service Assurance P&A data analysis to perform detailed analysis of Service Assurance P&A data. The analysis will identify trends, periods of trends, magnitude of change, indicators revealing onset of P&A failure, reasonably possible factors that may have caused the aberration, and probable causes of P&A failures. The detailed analysis will be prepared using the government furnished computer hardware and software and will be forwarded to the Service Assurance Section government lead, TCJ6-OIS, electronically. The contractor shall store all detailed P&A analysis and the associated source data compilations on government furnished network resources in a file structure the contractor shall document and provide to the government. The government estimates there will be six reports of detailed P&A analysis each contract year. Deliverable: Detailed P&A Data Analysis.
- e. The contractor shall implement Service Assurance P&A data analysis to provide the government with data analysis of ad hoc requests. During the contract year, the contractor shall respond to ad hoc data requests from the government. Ad hoc data requests will likely be generated by requests for investigation into sporadic or unusual P&A measures that are not the subject of cursory review or detailed analysis. The contractor shall provide these ad hoc data requests to the government within five workdays of the ad hoc request. The ad hoc report will contain data elements as described by the government, but shall not exceed the content of a Detailed P&A Data Analysis. The government estimates there will be six ad hoc P&A data analysis requests each contract year. Deliverable: Ad Hoc P&A Data Analysis.

2.4. PROGRAM MANAGEMENT AND WEB (WWW) SUPPORT (CLIN 0004)

The contractor shall provide a communication management function responsible for providing technical assistance with the C4S program/project management support to USTRANSCOM to include: planning, policy development, technical integration and interoperability, life-cycle support, and assigned C4S program/project management for major transportation C4S DOD-wide. On site hours are from 7:30 a.m. to 4:30 p.m., Monday through Friday. In providing C4S programs/projects assistance the contractor shall provide technical and managerial assistance with DOD and USTRANSCOM directed programs/projects. This support will include, but is not limited to, the installation, implementation, configuration, and integration of C4S within USTRANSCOM and its Component Commands. The contractor shall be responsible for organizing, developing, and implementing all elements of assigned programs/projects. It is the contractor's responsibility to plan the implementation of a program/project and oversee the execution of its implementation. The detailed responsibilities of the contractor may vary from program/project, but will be defined by the government prior to program/project start. The size of a program will determine, to some degree, what the contractor's responsibilities are. Some major C4S programs may have pre-established DOD C4S requirements, (e.g. the purpose of the C4S systems, required resources in manpower, funding, and material, and the overall capabilities of the system). In these cases, the contractor's objective is to take this information and organize it into articulate system development, implementation, and management plans and then assist in directing the planned actions to achieve the established goals. The contractor shall assist in ensuring that all programs/projects conform to the guidelines established by the DII/COE. The contractor shall identify a lead Systems Analyst to the government to serve as a focal point for communication management services.

2.4.1. Task 4-1- Satellite Communications (SATCOM)

In addition to the requirements stated in paragraphs 2.4.1 the contractor shall provide SATCOM program management support on-site from 7:30 a.m. to 4:30 p.m., Monday through Friday. The contractor shall attend meetings held at USTRANSCOM and/or other locations as identified by the government, and provide summary/detailed results/impact of meetings upon request by the government with 12 estimated reports per year. The government estimates six to eight trips to remote sites for support. Attendance by the contractor personnel at meetings held in the local area shall be at no additional cost to the government. All government required meetings would generally take place during normal duty hours, 7:30 a.m. to 4:30 p.m., Monday through Friday.

Deliverable: Conference Minutes

2.4.1.1. SATCOM Communications Project Manager

The contractor shall assist in providing technical assistance with the installation, implementation, configuration, integration and status of all components involving USTRANSCOM SATCOM systems. The majority of work associated with this function will be reviewing related C2 and classified system documentation for possible impact on the SATCOM. The contractor shall be responsible for coordinating with and ensuring each site is prepared to accept delivery of SATCOM hardware, and assessing the impact of different SATCOM designs at USTRANSCOM sites. The contractor shall participate in acceptance testing, tracking warranty, and maintenance requirements; provide technical assistance with SATCOM engineering, design, implementation, configuration, and integration of all USTRANSCOM components; and identify any single point of failure to include recommendation of changes to prevent isolation of SATCOM systems. The contractor shall conduct periodic technical evaluations of the SATCOM to ensure proper interoperability/integration with current and future C2 systems and networks; and identify equipment and software deficiencies and how they impact on operability and security. When performing any analysis of SATCOM systems and providing recommendations, the contractor shall always consider commercially available products. The contractor shall prepare appropriate briefs, information papers, and requirement documents such as the CSRD, for products necessary to assess, implement, install, and monitor terminal facilities and supporting systems. The contractor shall perform customer interviews and site surveys required for any changes to the existing SATCOM systems. During these site surveys, the contractor shall review engineering plans and site information to ensure conformance with current architecture, as well as assisting in the development of future changes and upgrades to the SATCOM systems structure.

2.4.2. Task 4-2 - Global Command and Control System (GCCS)

In addition to the requirements stated in paragraphs 2.4.1., the contractor shall provide GCCS program management support on-site from 7:30 a.m. to 4:30 p.m., Monday through Friday. The contractor shall provide Global Combat Support System (GCSS) support, GCCS-Top Secret (GCCS-T) program management, Enhanced Traffic Management System (ETMS) program management, and liaison with Joint Deployment and Training Center (JDTC). In addition, the contractor shall provide technical assistance with the Transportation Common Operational Picture (Trans COP) development effort. The contractor shall attend meetings held at USTRANSCOM and/or other locations as identified by the government, and provide summary/detailed results/impact of meetings upon request by the government with 12 estimated reports per year. The government estimates eight trips to remote sites for infrastructure support. Attendance by the contractor personnel at meetings held in the local area shall be at no additional cost to the government. All government required meetings would generally take place during normal duty hours, 7:30 a.m. to 4:30 p.m., Monday through Friday.

Deliverable: Conference Minutes

2.4.2.1. GCCS Task Manager

The contractor shall provide a communication management function responsible for providing technical assistance with the installation, implementation, configuration, integration, and program management of the GCCS at USTRANSCOM and its Component Commands. The majority of work associated with this function will be reviewing related C2 and classified system documentation for possible impact on the unclassified and classified LANs. The contractor shall be responsible for coordinating with and ensuring each site is prepared to accept delivery of hardware for inclusion into their network. The contractor shall assess the impact of different communication networking designs at USTRANSCOM sites; participate in acceptance testing; track warranty and maintenance requirements; and provide technical assistance with network engineering, design, implementation, configuration, and integration of all components on the USTRANSCOM LANs. The contractor shall identify any single point of failure and recommend changes to prevent isolation of clients or workstations, and conduct periodic technical evaluations of the USTRANSCOM LANs to ensure proper interoperability/integration with current and future operating systems and networks. The contractor shall identify equipment and software deficiencies and provide their impact on operability and security. When performing any analysis of the network and providing recommendations, the contractor shall always consider commercially available products. The contractor shall prepare appropriate requirements documents such as the CSRD, for products necessary to implement and install terminal facilities and supporting systems. The contractor shall perform customer interviews and site surveys required for any changes to the existing USTRANSCOM LANs. During these site surveys, the contractor shall review engineering plans and site information to ensure conformance with current network architecture as well as assisting in the development of future changes and upgrades to the USTRANSCOM LAN structure. The contractor shall plan, organize, conduct, and document the GCCS User Meeting. Also, contractor will document the outcome of the Trans COP CCB and adjudicate requirements as directed by the CCB.

2.4.2.2. Global Command and Control System (GCCS) and Global Command Support System (GCSS) Lab and Classroom Support

The contractor shall assist the USTRANSCOM GCCS Program Manager by providing systems and technical engineering analysis on special C4 projects. The contractor shall identify a senior Engineer who will serve as the focal point for all GCCS/GCSS lab support services and classroom management. Training capabilities of the classroom include GCCS JOPES Training, Classified Office Information Systems (COIS) and Unclassified Office Information Systems (UOIS). Additionally the systems can be reconfigured to accommodate special requirements and testing configurations. The classroom also can perform as a small meeting room with conference phone capability. In addition to providing engineering support, the contractor shall also act as the focal point for classroom configuration, scheduling, and coordination. The

contractor shall provide GCCS/GCSS lab and classroom support for the testing of DII COE applications and segments prior to implementation on operational systems. Segments to be tested include: SMINT, JET, RQT, DRA COMPASS CVW, I-3, Trans COP Development, MAT, Information Dissemination Management (IDM) JMS/TFS, GCCS v 3.2.0 and v3.3.0. The contractor shall coordinate with the government to maintain a lab environment capable of interfacing with other DTS systems (GTN, GCSS, GDSS). The contractor shall replicate error conditions found on government identified operational systems and provide technical input for possible solutions. Additionally, the classroom may be used for system demonstrations of new applications. The contractor shall act as the point-of-contact for scheduling of all non-training activities of the classroom. The contractor shall assist the USTRANSCOM GCCS Program manager by providing systems and technical engineering analysis on special C4 projects. The contractor shall serve as the focal point for all GCCS/GCSS support services.

2.4.3. Task 4-3 - Theater Information Management (TIM)

In addition to the requirements stated in paragraphs 2.4.1., the contractor shall provide on-site TIM project management support. Working hours are typically from 7:30 a.m. to 4:30 p.m., Monday through Friday, but could vary during military contingencies/ operations to include other shifts. The contractor shall attend meetings held at USTRANSCOM and/or other locations as identified by the government, and provide summary/detailed results/impact of meetings upon request by the government with 12 estimated reports per year. The government estimates six to eight trips to remote sites for support. Attendance by the contractor personnel at meetings held in the local area shall be at no additional cost to the government. All government required meetings generally take place during normal duty hours, 7:30 a.m. to 4:30 p.m., Monday through Friday.

Deliverable: Conference Minutes

2.4.3.1. TIM Project Manager

The contractor shall provide a communications management function responsible for providing technical assistance on identification, preparation, storage, cataloging, and dissemination of USTRANSCOM transportation and C2 information products. The majority of work associated with this function involves working as the focal point to subscribers of the Defense Transportation System (DTS), and managers of transportation, C2, and communications systems, to ensure required information products are effectively identified and disseminated. The contractor shall be responsible for assessing the impact of different IDM solutions. The contractor shall participate in any IDM software/hardware acceptance testing; track warranty and maintenance requirements; and provide technical assistance with engineering, design, implementation, configuration, and integration of required processes and systems. The contractor shall identify single points of failure; recommend changes to ensure timely dissemination of required information products; identify equipment and software deficiencies; and provide their impact on operability. When performing analysis, the contractor shall always consider commercially available products. The contractor shall prepare appropriate briefs, information papers, and requirement documents such as the CSRD, for products necessary to implement effective IDM processes. The contractor shall perform customer interviews and site surveys required for any changes to existing IDM processes. During these site surveys, the contractor shall review engineering plans and site information to ensure conformance with current architectures as well as assisting in the development of future changes and upgrades to IDM processes.

2.4.4. Task 4-4 - Events Logbook (ELB), Single Mobility System (SMS), and Operational Support Airlift Automated Information System (OSA AIS)

In addition to the requirements stated in paragraph 2.4.1., the contractor shall provide on-site project management support from 7:00 a.m. to 4:00 p.m., Monday through Friday. The contractor shall attend meetings held at USTRANSCOM and/or other locations as identified by the government, and provide summary/detailed results/impact of meetings upon request by the government with 10 estimated reports per year. When travel outside the local area is required, the contractor shall make all necessary travel arrangements. After travel is completed, the

contractor shall bill the government for all expenses incurred as outlined in the Joint Travel Regulation (JTR), Volume 2, Paragraph C6002. The government estimates two trips to remote sites per year. Attendance by the contractor personnel at meetings held in the local area shall be at no additional cost to the government. The meetings will generally take place during normal duty hours, 7:00 a.m. to 4:00 p.m., Monday through Friday.

2.4.4.1. Task Manager

The contractor shall provide a project management function responsible for providing technical assistance with the development, implementation, configuration, integration, and program management of all aspects of the ELB, SMS, and OSA AIS systems. The contractor shall assist in the development and maintenance of program management, interim authority to operate, acquisition, budget, and security certification and accreditation documentation for both the existing and new efforts of the ELB, SMS, and OSA AIS systems. The contractor shall prepare appropriate briefs, information papers, and requirement documents such as the CSRD, as needed to facilitate the development of ELB, SMS, and OSA AIS systems.

2.4.5. Task 4-5 - Modeling and Simulation (M&S)

In addition to the requirements stated in paragraph 2.4.1., the contractor shall provide on-site M&S project management support from 7:00 a.m. to 4:00 p.m., Monday through Friday. The contractor shall attend meetings held at USTRANSCOM and/or other locations as identified by the government, and provide summary/detailed results/impact of meetings upon request by the government with 10 estimated reports per year. When travel outside the local area is required, the contractor shall make all necessary travel arrangements. After travel is completed, the contractor shall bill the government for all expenses incurred as outlined in the Joint Travel Regulation (JTR), Volume 2, Paragraph C6002. The government estimates two trips to remote sites per year. Attendance by the contractor personnel at meetings held in the local area shall be at no additional cost to the government. The meetings will generally take place during normal duty hours, 7:00 a.m. to 4:00 p.m., Monday through Friday.

2.4.5.1. M&S Project Manager

The contractor shall provide a project management function responsible for providing technical assistance with the development, implementation, configuration, integration, security, and program management of all USTRANSCOM models and simulations. The contractor shall assist in the development and maintenance of program management, interim authority to operate, acquisition, budget, and security certification and accreditation documentation for both the existing and new USTRANSCOM models and simulations. The contractor shall prepare appropriate briefs, information papers, and requirement documents such as the CSRD, as needed to facilitate the development of USTRANSCOM models and simulations.

2.4.6. Task 4-6 - C4S Infrastructure Program Management Support

In addition to the requirements stated in paragraph 2.4.1, the contractor shall provide on-site Program Management support to the C4S Infrastructure Branch, TCJ6-PI. Responsibilities include assistance to program and project managers in day-to-day program and project management activities. Assistance includes Division or Branch FACCSM duties. Working hours are typically from 7:30 a.m. to 4:30 p.m., Monday through Friday, but could vary during military contingencies/operations to include other shifts. The contractor shall attend meetings held at USTRANSCOM and/or other locations as identified by the government, and provide summary/detailed results/impact of meetings upon request by the government with 12 estimated reports per year. The government estimates six to eight trips to remote sites for support. Attendance by the contractor personnel at meetings held in the local area shall be at no additional cost to the government. All government required meetings would generally take place during normal duty hours, 7:30 a.m. to 4:30 p.m., Monday through Friday.

Deliverable: Conference Minutes

2.4.6.1. Infostructure Program Manager & Other Programs/Projects Manager Support

The contractor shall assist the government in performing program management oversight of Infostructure and other programs/projects development for USTRANSCOM. The contractor shall provide management assistance to USTRANSCOM to include: planning, policy development, technical integration and interoperability and life-cycle support. In providing project management assistance, the contractor shall provide managerial assistance with DOD and USTRANSCOM directed programs/projects. The contractor shall assign a Senior Project Manager to be responsible for organizing, developing, identifying shortfalls, and implementing elements of assigned programs/projects. It is the contractor's responsibility to plan the implementation of a program/project and oversee the execution of its implementation. The detailed responsibilities of the contractor may vary from program/project, but will be defined by the government prior to each new program/project start. Some major Infostructure Development programs/projects may have pre-established USTRANSCOM requirements/resources. In these cases, the contractor's objective is to take this information and organize it into system development, implementation, and management plans and then assist in directing the planned actions to achieve the established goals. For the government's review, the contractor shall also develop life-cycle support documentation. Additionally, the contractor shall prepare appropriate briefs, information papers, and requirement documents such as the CSRD, for products necessary to assess, implement, install, and monitor Infostructure supported systems. The contractor shall perform customer interviews required for any changes to the existing Web-based systems and review engineering plans and site information to ensure conformance with current Infostructure architecture. When requested by the government, the contractor shall provide analysis of DOD publications and instructions. The contractor shall assist in maintaining TCJ6 Strategic Objective documentation as well as preparing drafts of inputs for the DOD publications. The contractor shall assist the government with CPRP documentation, POM, and PB submissions. The contractor shall assist in ensuring that all programs/projects conform to the guidelines established by the DII/COE.

2.4.6.2. Hardware/Software Procurement Assistance

The contractor shall assist the government in researching and evaluating hardware/software solutions in support of USTRANSCOM. Once hardware/software procurements are identified, the contractor shall track and provide procurement status to the government. The contractor shall also engineer the installation plans for newly procured hardware/software and ensure conformance with current and future USTRANSCOM architectures. When newly procured hardware arrives, the contractor shall coordinate the installation and the turnover to the responsible user. The contractor shall review and participate in the technical integration efforts of new hardware/software supporting the USTRANSCOM programs. The contractor shall also provide assistance in supporting USTRANSCOM's Public Key Infrastructure (PKI), Common Access Card (CAC), and Enterprise Software Projects. Additionally, the contractor shall prepare appropriate briefs, information papers, and requirement documents such as the CSRD, for products necessary to assess, implement, install and monitor Infostructure supported hardware/software.

2.4.6.3. Integration Assistance

The contractor shall assist the government with the integration of designated projects ensuring compliance with current and future USTRANSCOM architectures. The contractor will research hardware and software sources, engineer installation plans, review or draft requirements documents, track hardware/software procurements, participate in technical integration planning, and analyze proposed products. Additionally, the contractor shall prepare appropriate briefs, information papers, and requirement documents such as the CSRD, for products necessary to assess, implement, install and monitor Infostructure supported hardware/software.

2.4.6.4. Configuration Control Assistance

The contractor shall assist the government with tracking and develop CCB guidance. The contractor shall also assist in analysis and documentation of Infostructure requirements. The contractor shall assist in drafting procurement documentation and prepare appropriate briefs, information papers, and requirement documents in support of the

USTRANSCOM. The contractor shall assist the government in analyzing hardware/software requirements and in developing command policy for Configuration Control. The contractor shall assist in ensuring that all program/projects conform to the guidelines established by the DII/COE or as directed by USTRANSCOM TCJ6-A Enterprise Architect.

2.4.6.5. Portals and Visualization Tool Training and Implementation Assistance

The contractor shall provide training and integration-engineering support by assisting with the implementation of the selected visualization tools. The integration of the visualization tools shall be conducted in full compliance with the USTRANSCOM architecture guidelines. The contractor also shall develop and deliver a formal course for training USTRANSCOM personnel on USTRANSCOM's Portals and selected visualization tools. The contractor shall develop a training program for the USTRANSCOM and assist in the gathering of requirements for future development. The contractor shall guarantee an onsite presence during the hours of 7:30 a.m. to 4:30 p.m., Monday through Friday except on government holidays. The tasks required in supporting the USTRANSCOM include, but shall not be limited to: performing executive-level training services and the testing, implementation, operation and maintenance of visualization tools; and providing appropriate training plan, manuals and feedback forms for users. The contractor shall provide "rover" training at user work locations to gather feedback from users within the various directorates for input into continued system development. The preceding sentence includes traveling to users located at MSC and MTMC (up to two trips per year) to perform demos; solicit requirements; and perform training. The contractor will work with the Program Manager to finalize course requirements and once course requirements are finalized, the contractor will provide a formal training plan. The report will summarize the contractor's training methods for each course; identify objectives and completion criteria for each course; outlines the content of each course; and recommends a comprehensive class schedule with start/stop dates. This training plan should also identify any training devices, aids, or equipment needed to support each course and the estimated lead-time the instructor needs to prepare for each course. The contractor shall attend meetings held at USTRANSCOM and/or other locations as identified by the government, and provide summary/detailed results/impact of meetings upon request by the government with an estimated six reports required. Attendance by the contractor personnel at meetings held in the local area shall be at no additional cost to the government. All government required meetings generally take place during normal duty hours, 7:30 a.m. to 4:30 p.m., Monday through Friday.

2.4.6.6. Internet Portal Development

The contractor shall provide a Portal development function responsible for designing, documenting, and developing, the USTRANSCOM's portals; and the development and documentation of new web enabled applications to support USTRANSCOM's current and emerging business processes. In addition to the above the contractor will continue to provide sustainment development of the Transportation Web Based Business Service (TWBBS). Additionally, the contractor will work with other contractors and government personnel to integrate existing web based applications and legacy applications into USTRANSCOM's portal architecture. On-site hours are normally 7:30 a.m. to 4:30 p.m. Monday through Friday. However, the contractor will also be required to provide after duty hours, level 3 standby support for those web-based applications and services that are integrated with, or provide indirect support to USTRANSCOM's portals, and those applications developed by the portal team that function in a stand-alone mode. The contractor shall provide research and development, installation, configuration, and maintenance of new Portal and web content management development software. The contractor shall assist in the gathering of requirements for future web development. Additionally, the contractor shall provide systems administration guidance for all server hardware used to support Portal and Internet development. This function is also responsible for assisting with the integration of Portal hardware and software into the existing LAN infrastructure, to include providing direct assistance to Test and Engineering during integration and Office Information Systems (classified and unclassified) during initial deployment into a production environment. The contractor shall design, document, and develop web based graphic user interfaces (in compliance with the COE or as directed by

USTRANSCOM) and applications to enable existing USTRANSCOM databases and business processes, as well as supporting new initiatives identified by USTRANSCOM. The contractor shall provide for conducting research and evaluating web server, application server, collaborative Internet based services, development software, content management software, and emerging Internet based technologies and shall provide recommendations in writing for consideration to USTRANSCOM. The contractor will participate in the security of all web-based applications, portals, and Internet services for which they have responsibility and for providing recommendations to the government for USTRANSCOM web policy as needed. The contractor will prepare streaming media content from a variety of sources for delivery via the Internet. The contractor shall prepare presentations and provide briefings on current and future web functions and technologies, and future plans for web-based services. The contractor will identify a Senior Software Engineer to the government to serve as a focal point for Portal development, and Internet and world-wide-web issues. The contractor shall attend meetings held at USTRANSCOM and/or other locations as identified by the government, and provide summary/detailed results/impact of meetings upon request by the government with 10 estimated reports per year. When travel outside the local area is required, the contractor shall make all necessary travel arrangements. After travel is completed, the contractor shall bill the government for all expenses incurred as outlined in the Joint Travel Regulation (JTR), Volume 2, Paragraph C6002. The government estimates six trips to remote sites per year. Attendance by the contractor personnel at meetings held in the local area shall be at no additional cost to the government. The meetings will generally take place during normal duty hours, 7:30 a.m. to 4:30 p.m., Monday through Friday.

Deliverable: Conference Minutes

2.4.6.6.1. Technical Environment

Contractor personnel shall have experience with and expertise in the following systems, software and/or hardware. Desired experience includes, but is not limited to:

Hardware:

- Gateway (CERP) NT Workstations
- Dell 2200 NT Server
- Dell 2450 NT Server
- Dell 2550 NT Server
- Dell WebApp 100 NT Server
- Sun Netra T1

Programming Languages:

- CGI
- CSS-1
- CSS-2
- HTML
- HDML
- XHTML
- JAVA Script
- XML
- XSL
- JAVA (Applets, Servlets, Beans, Applications)
- WAP/WML
- Visual Basic

SQL
PL/SQL
CFML

Operating System Software:

Microsoft Windows NT 4.0/2000/XP

Application Software:

iPlanet Enterprise Server (4.x and 6.x)
Macromedia Cold Fusion Application Server (4.x and 5.x)
Sun Forte
XML Spy
Macromedia Flash 5
Macromedia Generator 2.0
JDK2 SE
Netscape Communicator (4.x and 6.x)
Microsoft Internet Explorer (4.x, 5.x and 6.x)
Microsoft, Office Professional 95 - XP
Microsoft, Outlook 95 - 2000
Corel Draw/Photo Paint
Allaire Studio
Adobe Acrobat
Adobe Software, Photoshop
Adobe PageMaker
Quark Express

2.4.6.7. WWW Portal Database and UNIX System Administration

The contractor shall provide the technical administration and management of system/application software, and databases for the WWW Portal program. The contractor shall guarantee an onsite presence during the hours of 7:30 a.m. to 4:30 p.m., Monday through Friday except on government holidays. The contractor shall provide systems administration for unclassified and classified UNIX Servers. The tasks required in supporting the WWW Portal program include, but shall not be limited to: performing high level LAN support services; the testing, implementation, operation, and maintenance of operating system software and related system components; and performing system administration and system management, testing, evaluating, maintaining and installing communication links, peripherals, and interface equipment. The contractor shall provide analysis of computer communications such as protocols, response times, and data transmission requirements. The contractor shall also provide installation, administration, configuration, operations, and maintenance of Oracle databases and their related software tools. The contractor shall identify a Senior Engineer/Administrator to the government to serve as a focal point for these technical services.

2.4.6.7.1. Technical Environment

Contractor personnel shall have experience with and expertise in the following systems, software and/or hardware. Desired experience includes, but is not limited to:

Hardware:

Sun 6500
Sun450
Sun Netra T1

Software:

UNIX
Sun Solaris
Oracle 8i
Oracle WebDB
Oracle Application Server
Netscape iPlanet
Netegrity Siteminder
BMC Patrol
Lightweight Directory Access Protocol (LDAP)

2.4.6.8 World Wide Web (WWW) Content Administration Function

The contractor shall provide a Web Content administration function responsible for developing web content and assisting USTRANSCOM personnel in developing and managing web content presented on USTRANSCOM web sites and database-driven portals. This function directly supports the USTRANSCOM Webmaster for the management of USTRANSCOM web presence. The contractor shall identify a Web Content Administrator to serve as a focal point for web page development, Internet, and world-wide-web issues. On-site hours are normally 7:30 a.m. to 4:30 p.m., Monday through Friday. The contractor shall be responsible to support production and development web server functionality. This responsibility includes log analysis and archiving, coordination of server access security, software upgrades or patches, as applicable. The contractor will evaluate web content requests received from gatekeepers for quality and consistent presentation. The contractor will provide customer support tailored to the varied gatekeeper skills and expertise in content development, as needed. The contractor shall complete minor adjustments to content requests, when required, and ensure publication to the production servers within 3 business days. Other web content requests requiring more complex development (i.e., application development, extensive interactive web content requiring new database support, etc.) will be referred to the ACSRD process for programming development. Also, the contractor will assist the Webmaster in managing the USTRANSCOM gatekeeper program. This effort will include: research and evaluation of web page development software, assist with gatekeeper training development, schedule newly assigned gatekeepers for training, grant user access to development servers, provide initial one-on-one and rover training (prior to formal training, if needed), at user work locations or the Portal Shop to gather feedback from users within the various directorates for input into continued system development. Disseminate information to gatekeepers on web initiatives and new training items on a recurring basis as defined by the Webmaster. Also, the contractor will respond to customer queries and requests for assistance (i.e., "Remedy" help requests) concerning web services and general Internet questions. The contractor will use web-monitoring software (WebTrends) to provide analysis of web usage from internal as well as external customers. The contractor shall attend meetings held at USTRANSCOM and/or other locations as identified by the government, and provide summary/detailed results/impact of meetings upon request by the government. Attendance by the contractor personnel at meetings held in the local area shall be at no additional cost to the government. All government required meetings would generally take place during normal duty hours, 7:30 a.m. to 4:30 p.m., Monday through Friday.

Deliverable: Conference Minutes

2.4.6.8.1. Technical Environment

Contractor personnel shall have experience with and expertise in the following systems, software and/or hardware. The desired list includes, but is not limited to:

Hardware:

Dell 2200
Dell 2450
Sun 6500
Sun 450
Sun Netra T1

Programming Languages:

HTML Ver 3.0 and 4.0
JavaScript

SQL (ODBC)

Operating System Software:

Microsoft, Windows 95
 Microsoft, Windows NT: Server and Workstation; Ver 4.0
 Microsoft Windows 2000

Application Software:

iPlanet Web Server; Ver 4.x
 Netscape Compass Server, 3.x
 Netscape, Communicator; Ver 4.x
 Microsoft, Office Professional 95
 Microsoft, Office Professional 97
 Microsoft Office 2000
 Microsoft TechNet subscription
 Oracle Client 8i
 Allaire, ColdFusion; Ver 4.x
 Allaire, HomeSite; Ver 4.x
 WebTrends, Ver 5.x
 F-Secure, SSH Secure Shell for Windows; Ver 1.x
 Adobe Acrobat; Ver 4.x

2.4.6.9. Technical Writings

The contractor shall provide developer level application documentation and user documentation on both existing and future applications. This documentation shall be maintained for future application support. On-site hours are normally 7:30 a.m. to 4:30 p.m., Monday through Friday. Specifically, the contractor shall work with the development team to create detailed application documents and diagrams (developer level documentation). At a minimum this documentation will include: user requirements definition; description of the production environment to include intended hardware and software for which the application has been developed and certified to run in; identification of all related and dependent computing systems; database design to include a commented schema; application design to include flow charts and UML diagrams where appropriate; commented application code; and a Test and Deployment Plan. The contractor shall work with the development team and end users, when possible, to create user level documentation (user manual) and also develop a process and accompanying templates for use by the development team for the creation of new documentation. The Monthly Status Report is due by the 15th of the following month. All remaining deliverables listed below will be due as agreed upon with the government.

Deliverables: Program documentation in Microsoft Word
 Schema diagrams and flow charts in Microsoft Visio
 Indexed Acrobat equivalent of final document
 Documentation templates
 Monthly Status Report

2.4.6.10. Joint Intelligence Center at USTRANSCOM (JICTRANS) Support

The contractor shall provide developer level application support to design, develop, test, integrate, and document current and future application. This documentation shall be maintained for future application support. On-site hours are normally 7:30 a.m. to 4:30 p.m., Monday through Friday. Specifically, the contractor shall provide web development that will focus on JICTRANS support in a digital production environment to include digital authoring, workflow,

geo-spatial display, and digital dissemination. This effort includes furthering web retrieval and interface exchanges with Modernized Integrated Data Base (MIDB), National Imagery and Mapping Agency (NIMA) Imagery Product Library (IPL), JICTRANS IPL, NIMA Raster Room, NIMA Automated Air Facility Information File (AFFIF), Oracle data, Sealink, Air Mobility Command (AMC) Air Suitability Report (ASR), AMC Global Decision Support System (GDSS), AMC Virtual Threat Assessor, TRANSCOM PROD, Single Mobility System (SMS), and additional resources and interfaces as requirements dictate. The contractor shall develop dynamic web pages using multiple databases and develop a workflow management tool allowing for product visibility and assignment throughout the production business process, to include metric tools to measure customer utilization and satisfaction of JICTRANS web products. The contractor will provide application software and code developed along with program documentation to support such code. Documentation will cover items relating to the code itself, data flow diagrams, entity relationship diagrams and testing procedures. This documentation can be provided in softcopy. Contractor shall create and maintain program documentation and testing procedures for new development to include Data Flow Diagrams (DFD) and Entity Relationship Diagrams (ERD). Personnel will be required to work in both the collateral and SCI environments. JICTRANS must support both and have the same tool sets. The contractor shall attend meetings held at USTRANSCOM and/or other locations as identified by the government, and provide summary/detailed results/impact of meetings upon request by the government with an estimated three to four reports required. The government estimates four trips to remote sites will be required for JICTRANS support. Attendance by the contractor personnel at meetings held in the local area shall be at no additional cost to the government. All government required meetings would generally take place during normal duty hours, 7:30 a.m. to 4:30 p.m., Monday through Friday.

Deliverables: Application Software and Code
 Program Documentation
 Conference Minutes/Trip Reports as Required

2.4.6.10.1. Technical Environment

Contractor personnel shall have experience with and expertise in the following systems, software and/or hardware. Desired skill sets include, but are not limited to:

- HTML, DHTML, XML, Cold Fusion, Oracle database administration, SQL, Java
- Script and develop in the Cold Fusion Fusebox Methodology
- Install, configure and administer Solaris 7 server platforms onto a NISPLUS network
- Installation, configuration and administration of the following software:
 - Apache 1.3.26 with SSL support, Cold Fusion Server 5.0, Oracle 9i (includes Oracle Database Administration Duties)
 - Openssl-0.9.6g (including the issuing of certificates and signing certificate requests)
 - Mod-SSL, WebTrends 5.0b
- Install, configure and administer Windows 2000 Server platform, including installation, configuration administration of the following software:
 - Netscape Enterprise Server 6.1
 - ArcIMS 4.0 (Build and start Map Services)
 - Cold Fusion Server 5.0, JRE-1.3.1.02 (required by ArcIMS)

2.5. TASK 5-1 - TEST CENTER FUNCTION (CLIN 0005)

On-site hours are from 7:30 a.m. to 4:30 p.m., Monday through Friday. The contractor shall explore new technologies and industry standards, test and evaluate COTS products, service unique software, and USTRANSCOM unique systems (i.e., Logbook and Single Mobility System). Provide test analysis reports, briefs to C4S Advisory Board, write implementation plans and assist operations personnel in integration and installation of new C4 systems. Provide assessments of the system configuration and proposed engineering designs and cost estimates. Provide system and technical engineering analysis and provide assistance on special C4 projects as defined by government. During software testing, if a software failure occurs, the contractor shall call the appropriate commercial vendor customer service center or government POC for the product, and attempt to resolve the problem. If the software does not perform as specified, the contractor shall prepare a software incident report and provide it to the government for further processing. There is no prescribed format for the software incident report, but it must include: the start date and completion date of the troubleshooting session; a log of the troubleshooting actions; identification of the software causing the problem; and an explanation of the probable cause for the error. The contractor shall identify a Senior Test Center Engineer to the government to serve as a focal point for Test Center services. The contractor shall attend meetings held at USTRANSCOM and/or other locations as identified by the government, and provide summary/detailed results/impact of meetings upon request by the government with six estimated reports per year. The government estimates two trips to remote sites per year. Attendance by the contractor personnel at meetings held in the local area shall be at no additional cost to the government. The meetings will generally take place during normal duty hours, 7:30 a.m. to 4:30 p.m., Monday through Friday.

Deliverables: Conference Minutes
Test and Evaluation Reports

2.5.1. Assessment Support

The contractor shall assess user requirements for compatibility with existing systems and identify limitations. Determine necessary components that are needed to meet user requirements. The contractor shall provide comments and recommendations on existing capabilities, limitations, and practices.

2.5.2. Integration Prototyping and Testing

The contractor shall design, evaluate, develop, install, and test prototype systems to determine optimal solutions for the integration concept.

2.5.3. Documentation and Information Dissemination

The contractor shall provide assessment documentation on the system configuration, system implementations and architecture, and proposed engineering designs. Documentation includes writing and briefing test evaluation reports, test results, and implementation plans. The implementation plan briefing will be provided to system/database/network administrators' assigned operational responsibility. Test center personnel will be available to assist the administrators if problems occur in the implementation stage (approximately four new products per year are estimated with documentation and briefings required for each).

2.5.4. Technology Evaluation

The contractor shall explore new technologies and industry standards. The contractor shall provide a full range of system and technical engineering analysis associated with information systems, applications, and hardware. The contractor shall provide reviews of state-of-the-art technologies, COTS, and commercial and government seminars as they relate to the integration strategies.

2.5.5. Enterprise Architecture Certification

The contractor shall test developed systems and commercial application software for compliance with the USTRANSCOM Enterprise Architecture. The USTRANSCOM Enterprise Architecture defines common technical standards for developed and commercial systems. The contractor shall evaluate computer and communications systems compliance with technical standards promulgated in the Enterprise Architecture. The contractor then will provide written results of that compliance testing to the CIO for consideration during the certification process.

The contractor shall complete Common Operating Environment (COE) and Joint Interoperability Testing Center (JITC) interoperability certification in conjunction with USTRANSCOM Enterprise Architecture (EA) certification.

Combining the EA, COE and JITC certification process into one command-managed process will help ensure efficiency and require less time to certify systems than maintaining three separate processes managed separately by USTRANSCOM and the Defense Information Systems Agency (DISA). After completing the USTRANSCOM EA certification process, systems will be considered EA compliant, COE compliant and/or certified, and have JITC interoperability certification. Limited systems will be certified in 2003 with an increasing number of systems requiring certification each year through 2007.

2.5.6. (Optional) The government anticipates the number of systems to possibly double which in turn could double the certification process while the timelines would remain constant. The government may elect to increase its support level for the implementation of exploring new technologies and industry standards, testing and evaluating COTS products, service unique software, and USTRANSCOM unique systems; and also increase its support level for the implementation of testing developed systems and commercial application software for compliance with the USTRANSCOM Enterprise Architecture, COE and JITC interoperability certification in conjunction with USTRANSCOM Enterprise Architecture (EA) certification.

2.6. TASK 6-1 -TRANSCOM REGULATING AND COMMAND & CONTROL EVACUATION SYSTEM (TRAC2ES) SYSTEM ADMINISTRATION (TIER II) SUPPORT (CLIN 0006)

The contractor shall conduct system administration of TRAC2ES Enterprise Management System (TEMS) on both the unclassified and classified TRAC2ES application servers. Normal on-site hours are from 7:30 a.m. to 4:30 p.m., Monday through Friday. The government reserves the right to extend the on-site hours during contingencies or network emergencies not to exceed the limits established in paragraph 2.3.4. In addition to the normal on-site hours the contractor will provide 24x7 on-call coverage. These on-call personnel will respond and commence working the problem within 2 hours of notification. Normal duties require identification, evaluation, documentation, installation, and configuration of hardware/software to meet user needs and will ensure all TRAC2ES services are available as required. This function is responsible for activation, backup, deactivation, and restart of each application's resources/services, problem isolation, and correction. Additionally, this function is responsible for stopping and starting on-site servers; identifying and correcting system problems; performing system backups; recovering system files when necessary; and performance monitoring and tuning. Implement TRAC2ES Program Office configuration control policies and reconfigurations of server software. Perform software distribution tasks remotely. Work closely with database administrators (DBAs) in a team environment and assist DBAs to maintain system operations. Coordinate with Tier I (USTRANSCOM Help Desk via DISA), Tier III (TRAC2ES engineering support personnel), and external support personnel to resolve issues as quickly as possible. Maintain upgraded hardware and software service agreements. Report TRAC2ES availability statistics monthly to the PMO. The contractor shall attend meetings held at USTRANSCOM and/or other locations as identified by the government, and provide summary/detailed results/impact of meetings upon request by the government with six estimated reports per year. All government required meetings would generally take place during normal duty hours, 7:30 a.m. to 4:30 p.m., Monday through Friday. The government will provide TRAC2ES specific training and will be approved on a case-by-case basis.

Technical Environment: Contractor personnel shall have experience with and expertise in the following hardware and software. Desired experience includes, but is not limited to:

Hardware:

- Dell Power Edge 6650 Server
- Dell Power Edge 2500 Server
- Dell Power Edge 2650 Server
- Dell Power Edge 1650 Server
- Dell Power Vault 112 Tape Backup
- Dell Dimension 4500 Workstation
- Dell Precision 530n Workstation

Software:

- Windows NT 4 Server

Windows NT 4 Workstation
 Tivoli Framework 3.6.1 (Tivoli Inventory, Software Distribution, Distributed Monitoring, Remote Control and TEC modules have been installed)
 Veritas Backup Exec 8.0
 Norton Antivirus
 HP OpenView v 6.1
 MS Office 2000
 RedCreek Ravlin Node Manager v 3.0
 SilverStream
 Peer Direct (Replication)

2.7 TASK 7-1 - GRAPHIC SUPPORT IN TCJ5 (CLIN 0007)

On-site support will be required during normal duty hours, 8:00 a.m. to 5:00 p.m., Monday through Friday. The government reserves the right to extend the on-site hours during major exercises, contingencies, or emergencies not to exceed the limits established in paragraph 2.3.4. The contractor shall provide information technology support to the Strategic Distribution Program Office (SDPO). JS-SD develop templates and briefings as required, provide web page design, updates, and maintenance; and post periodic reports and documents to the web. The contractor shall maintain a current Strategic Distribution (SD) Calendar with SD related meetings and events, as generated by SDPO. Update and post the SD Calendar to the web site, weekly. Proficiency in MS Project Enterprise and Web Server software is required in order to design, post, and maintain the SD project management plan using MS Project Enterprise on the server with web interface. The contractor shall provide graphics support as required using PowerPoint and Photo Suite software and provide database management as it relates to MS Project. MS Access knowledge is preferred. The contractor shall attend meetings held at USTRANSCOM and/or other locations as identified by the government, and provide summary/detailed results/impact of meetings upon request by the government with six estimated reports per year. Attendance by the contractor personnel at meetings held in the local area shall be at no additional cost to the government. The meetings will generally take place during normal duty hours.

Deliverables: SD Web Site Updates, as required, but at least monthly
 SD Calendar Web Site Updates, weekly
 Monthly Status Report

2.7.1. Technical Environment

The contractor will be working on/with the following hardware in support of this function. Desired experience includes, but is not limited to:

Hardware:

Desktop computer to include Compact Disc Writer
 Standard printers (color and black and white)

2.8 TASK 8-1 - AUGMENTATION OF BRIEFING & DISPLAY SUPPORT (CLIN 0008)

On-site contractor support will be required during various hours in augmenting the government's requirement of 24 hours per day/7 days per week support. The contractor, in conjunction with military and government personnel, shall provide graphics/C4S integration needs for joint operations personnel in the Joint Mobility Operations Center (JMOC); support current operations, future integration, and contingency operations; provide customer support to the Commander, TCJ3, TCJ3 staff, and other directorates as required; coordinate and display computer-generated briefings for the TCJ3 and staff in the JMOC; coordinate, build, and perform short notice updates; and display USTRANSCOM Crisis Action Team (CAT) Video Teleconferences (VTCs) in the JMOC; and update the USTRANSCOM Briefing and Display Home Page with the CAT, VTC, Daily Operations Briefs, and other information as required. The contractor shall attend meetings held at USTRANSCOM and/or other locations as identified by the government, and provide summary/detailed results/impact of meetings upon request by the government with six estimated reports per year. Attendance by the contractor personnel at meetings held in the local area shall be at no additional cost to the government. The meetings will generally take place during normal duty

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hours. 8:00 a.m. to 5:00 p.m., Monday through Friday. Support personnel require advanced MS PowerPoint and MS Excel skills. This task requires personnel that can work in a fast-paced environment.

Deliverable: Conference Minutes

2.8.1. Technical Environment

The contractor will be working on/with the following hardware in support of this function. Desired experience includes, but is not limited to:

Hardware:

- AT&T Dataphone Series II 700
- AT&T Paradyne 740 Acculink
- AT&T PDS-1000 Mode Selector
- Mitsubishi Monitors
- Sony DXC - 300 Camera
- Sony 3CCD Camera
- SHURE ST-6000 Audio Controller
- VSI System Controller C-88
- CLI Rembrandt II/VP Channel Selector

2.9. TASK 9-1 - JOSAC DATA ENTRY FUNCTION (CLIN 0009)

The contractor shall provide a data entry function responsible for updating the JOSAC functional database using either the JALIS or the replacement OSA AIS. The data entry function may be shared with a dedicated OSA AIS functional manager during the transition period from JALIS to OSA AIS. On-site hours are from 7:30 a.m. to 4:30 p.m., Monday through Friday. Duties require daily identification, compilation, and utilization of available information to update and input data for JOSAC using JALIS or OSA AIS. These database updates include the JALIS data elements, OSA AIS data elements, DV-Support, the Notice to Airman (NOTAM) file, and the Standard Remarks information in the scheduling section. Contractor will update and input data for all CONUS airfields/airports via the International Civilian Aviation Organization (ICAO) identifiers as received. Examples of information include, but are not limited to, fuel contract information, weight bearing capacity, and runway dimensions. Contractor will daily update and input data to the information map which geographically displays data collection, storage, flow, and dispersal. Contractor is responsible for entry, accuracy, and storage of data elements in JALIS and OSA AIS. Contractor will protect copyrighted software and establish methods of controlling JALIS and OSA AIS software and hardware. Contractor will document JALIS/OSA AIS software deficiencies and modifications via an incident report. There is no prescribed format for the incident report, but it must include: identification of the software package, description of the deficiency/failure, and a summary of the problem resolution including configuration changes to the software.

Deliverable: Incident Report

2.10. TASK 10-1 - JALIS/OSA AIS FUNCTION (CLIN 0010)

The contractor shall provide a JALIS/OSA AIS function responsible for the operations and maintenance of JALIS/OSA AIS, to include the technical administration and management of primary, secondary, and continuity of operations (COOP) communication networks, system software, and databases. Administrative support will be required to assist the JOSAC in performing a variety of tasks associated with JALIS/OSA AIS. The contractor shall guarantee an on-site presence during the hours of 7:00 a.m. to 5:30 p.m., Monday through Friday, except on government holidays, with normal working hours from 7:00 a.m. to 4:00 p.m. and 9:30 a.m. to 5:30 p.m. Due to the critical nature of this system, contractor personnel are required to be on-call during all non-duty hours. Telephone response time during on-call periods shall be no more than 30 minutes. The tasks required in supporting the JALIS/OSA AIS function include, but shall not be limited to: performing high level LAN support services; the testing, implementation, operation and maintenance of operating system software and related system components; the analysis, design, and implementation of data communications networks performing system administration and system management, testing, evaluating, maintaining; installing communication links, peripherals, and interface equipment; the analysis of computer communications such as protocols, response times, and data transmission requirements; and the installation, administration, configuration, operations, and maintenance of database and application servers and their related software (to include database query applications). The contractor shall attend meetings held at USTRANSCOM and/or other locations as identified by the government, and provide summary/detailed results/impact of meetings upon request by the government with an estimated six reports required. The government estimates two trips to remote sites for infrastructure support. Attendance by the contractor personnel at meetings held in the local area shall be at no additional cost to the government. All government required meetings should generally take place during normal duty hours, 7:30 a.m. to 4:30 p.m., Monday through Friday.

Comment: Jan, I deleted this per our e-mail discussion on this particular line item

Deliverable: Conference Minutes

2.9.1. JALIS/OSA AIS Technical Environment

In support of this function, the contractor will be working on/with the following equipment and software. Desired experience includes, but is not limited to:

Hardware:

- Sun ENTERPRISE 5500 & 6500 servers with mirrored disk storage arrays
- Sun ULTRA 60 (web server)
- Sun SPARC 5 workstations
- Sun SPARC 2000E server with mirrored disk storage arrays
- Dell Power Edge 2300, 2550, and 6450 Windows NT/2000 servers
- Data General Aviiion 2650, 2700 & 2800 Windows NT/2000 servers
- Dell Power Edge 2550 OSA AIS Webservers

Operating System Software:

Sun Solaris 2.6, Solaris 7 & Solaris 8
Microsoft Windows NT 4.0/2000 Terminal Server
Microsoft Windows NT 4.0/2000 Enterprise Server

Database Software:

Oracle 7.3.4, 8i, 9i

Application Software:

JALIS
JOSAAMS
APACHE
CITRIX
BLATT
OSA AIS
Oracle Discoverer 4i

3. CONTRACTOR TRAVEL (CLIN 0011)

The contractor may be required by the government to perform worldwide travel in performance of this contract. When travel outside the local Scott AFB area is required, the contractor shall obtain written approval from the Contracting Officer's Representative (COR). Information shall include approximate travel dates, expected duration, origin and destination, purpose, estimated costs and number/names of personnel traveling. Travel in support of this contract will be performed on a cost-reimbursable basis. Travel reimbursement will be in accordance with the Federal Acquisition Regulation or Joint Travel Regulation (JTR), Volume 2, Paragraph C6002, as applicable. Contractors cannot use GSA city pair contracts. The airfare shall be the prevailing rates for commercial airlines at tourist class. When required, the most reasonable means of ground transportation (i.e., taxi, bus, car rental) shall also be used. Contractor shall submit copies of expense reports and receipts with monthly invoices for payment. The government will not reimburse local travel and related expenses to the contractor for daily travel to or from work at Scott AFB.

3.1. Contractor Travel for Special Assistance (CLIN 0012)

The contractor may be required by the government to perform worldwide travel in performance of this contract to a location identified by TCJ6-O. This travel will be referred to as "special assistance" and will be charged against CLIN 0012.

Deliverable: Travel Expense Report

4. MISCELLANEOUS AND OTHER DIRECT COSTS (CLIN 0013)

The government will reimburse the contractor for cellular phone or pager services for the on-call support. Any additional cellular phone or pager service must be identified to the government for approval. Subject to government approval, CLIN 0013 may also be used for acquisition of low-cost unforeseen requirements/assets and will be reimbursed by the government. The government will reimburse in accordance with the Federal Acquisition Regulation (FAR) Part 31.

5. PERIOD OF PERFORMANCE

This contract will be awarded 1 April 2004 with 1 base period and 2 option periods.

6. DELIVERABLES

The contractor shall deliver all technical reports, working papers, and conference minutes in Microsoft Word format. Technical drawings shall be submitted in a format to be mutually agreed by the contractor team and government. All deliverables shall be presented in hard copy with electronic format available if requested by the government. All deliverables become the property of the government upon delivery and acceptance. A summary of all deliverables under this task order are listed below:

<u>Task</u>	<u>Description</u>	<u>Due</u>
2-1	Training Plans	30 days after contract start
2-1	Revised Training Plans	30 days after written notice from government
2-5	Test and Evaluation Reports	As required
2-7	Strategic Distribution Web Site Updates	As required, but at least monthly
2-7	Strategic Distribution Calendar Web Site Updates	Weekly
2-8	Incident Report	As required
4-6	Program Documentation	As required
4-6	Schema Diagrams and Flow Charts	As required
4-6	Indexed Acrobat Equivalent of Final Document	As required
4-6	Documentation Templates	As required
4-6	Application Software and Code	As required
All	Travel Expense Report (CLINs 0011 & 0012)	15 th of the following month
All	Conference Minutes/Trip Reports	As required
All	Monthly Status Report	15th of the following month

7. PLACE OF PERFORMANCE

All work except Contract Management (CLIN 0001) will be performed within government furnished facilities at Scott Air Force Base IL. Contract Management will be conducted at the contractor's facility.

8. HOURS OF OPERATION

The contractor shall, generally, perform work between the hours of 7:30 AM to 4:30 PM, Monday through Friday, excluding government holidays except where indicated differently within individual tasks of this PWS.

9. GOVERNMENT-FURNISHED PROPERTY

USTRANSCOM will provide all property necessary to satisfy the requirements of the PWS. The contractor shall inform the government of the need for any additional property necessary for the performance of their tasks. The support provided will include, but is not limited to:

9.1. Facilities

The contractor will provide government-owned and maintained facilities for use for those tasks designated by the government to be performed in government facilities. The facilities will be jointly occupied by both government and contractor personnel. All utilities (including government telephone lines and instruments) will also be provided. Use of government telephones is for official use only. Space will be provided for storage of tools, test equipment, and necessary documentation.

9.2. Office Furnishings

Office furnishings in appropriate quantities and quality, as determined by the government, to include desks, computers, chairs, tables, bookcases, and file cabinets, will be provided for those tasks required to be performed in the government facilities. Office automation equipment of sufficient capacity and configuration that includes training assistance and technical support are to be provided.

9.3. Tools**9.3.1. Network Management Tools**

Network tools used to monitor and maintain the Unclassified Network Include:

Compaq Insight Manager	Sun Net Manager
HP OpenView	TrendTrak
BindView	NW Admin/Netware Admin
BMC Patrol	

Network tools used to monitor and maintain the Classified Network Include:

Remote LandView	Sun Net Manager
DEC ClearVision HubWatch	HP OpenView
Cabletron LAN View	Network General Sniffer

9.3.2. Inventory Tools

The following Inventory Management tools will be provided as GFE: Air Force Information Processing Management System (IPMS), with bar coding capabilities; USTRANSCOM ACSRD System, and Microsoft Excel for locally developed equipment tracking.

10. GOVERNMENT REPRESENTATIVES

A USTRANSCOM government task monitor will be identified for each task. In most cases, day-to-day task related questions of the contractor should be addressed to their immediate task monitor. The task monitor will contact the COR, Ms. Jan Ellsworth, TCJ6-AP, regarding any contract issues or actions that need to be addressed to the Contracting Officer.

11. SECURITY REQUIREMENTS

DD Form 254 provides security classification guidance applicable to the contractor.

12. PHASE-IN/OUT

The incumbent contractor shall provide phase-in/out orientation if there is a change in contractor or if the operation reverts to the DOD. The incumbent contractor shall begin phase-in/out orientation as soon as possible after contract award or changeover is directed. During the phase-in/out orientation period, the incumbent contractor shall be fully responsible for PWS performance requirements and cooperate to the extent required to permit an orderly changeover to the successor.

13. PERFORMANCE OBJECTIVES

Performance Objective	PWS Reference	Performance Threshold
Conduct quarterly program review	2.1	No instances where the contractor fails to present a program review each quarter. An exception to this is allowed if government personnel are not available to attend a review during any given quarter, in which case review will be combined with the review in the following quarter or cancelled, at the government's option.
Provide monthly status report	2.1	No instances where the contractor fails to provide a report by the 15 th calendar day of each month in MS Word format.
Government milestone	2.1	No instances where the contractor fails to provide a written report within 24 hours of the missed deadline.

<p align="center">QUALITY ASSURANCE SURVEILLANCE PLAN (QASP) – USTRANSCOM</p>
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1. Task Order Title: USTRANSCOM/AMC C4 SUPPORT

2. Work Requirements:

- Task 2-1 - Software Support Function
- Task 2-2 - Exercise/Contingency Operations Function
- Task 2-3 - Network Engineering Assistance
- Task 3-1 - Information Protection (IP) Policy and Engineering Duties
- Task 3-2 - Information Assurance/Information Protection (IA/IP) for USTRANSCOM Component Commands
- Task 3-3 - Communications Security (COMSEC) Manager
- Task 3-4 - Contingency or Emergency Operations Support (Optional)
- Task 3-5 - Customer Service Assurance Support
- Task 3-6 - Proactive Event Management Audit and Assistance
- Task 3-7 - BMC Software Technical Support Center (Optional)
- Task 3-8 - Service Assurance Performance and Availability Data Analysis (Optional)
- Task 4-1 - Satellite Communications (SATCOM)
- Task 4-2 - Global Command and Control System (GCCS)
- Task 4-3 - Theater Information Management (TIM)
- Task 4-4 - Events Logbook (ELB), Single Mobility System (SMS), and Operational Support Airlift Automated Information System (OSA AIS)
- Task 4-5 - Modeling and Simulation (M&S)
- Task 4-6 - C4S Infrastructure Program Management Support
- Task 5-1 - Test Center Function
- Task 6-1 - Transcom Regulating and Command & Control Evacuation System (TRAC2ES) System Administration (Tier II) Support
- Task 7-1 - Graphic Support in TCJS
- Task 8-1 - Augmentation of Briefing & Display Support
- Task 9-1 - Joint Operational Support Airlift Center (JOSAC) Data Entry Function
- Task 10-1 - Joint Air Logistics Information System (JALIS)/OSA AIS Function

3. Primary Method of Surveillance: Contractor self-reporting is scheduled for all items.

4. Scope of Performance: The contractor shall provide the necessary trained and fully qualified personnel, supervision, task management, technical services, and equipment spares required for the successful accomplishment of the requirements of this contract. During the course of the performance of the contract, government changes in the technical environment or functional areas of the systems under the contract may occur that will require contractor personnel to obtain new skills and training. In such situations the government, with prior agreement, may permit the contractor to attend government provided training or share the cost of outside technical training. Such situations are anticipated to be rare occurrences and will be evaluated on a case-by-case basis by the Contracting Officer Representative (COR). Requirements for this contract are envisioned to be primarily on-site, but could extend to remote site interfaces and support. The contractor shall provide all of the requirements described in this PWS. Specific requirements include: monthly summary reports and status reports of systems; technical test evaluations and reports; customer training at Scott AFB; Joint Operational Support Airlift Center (JOSAC) data entry, and Joint Air Logistics Information System (JALIS)/ Operational Support Airlift Automated Information System (OSA AIS) operations and maintenance. Future enhancements may be identified through contract modification.

5. Performance Standards:

- No instances where the contractor fails to present a program review each quarter. An exception to this is allowed if government personnel are not available to attend a review during any given quarter, in which case review will be combined with the review in the following quarter or cancelled, at the government's option.
- No instances where the contractor fails to provide a monthly status report by the 15th calendar day of each month in MicroSoft Word format.
- No instances where the contractor fails to provide a report for a government milestone within 24 hours of the missed deadline.

6. Acceptable Quality Level (AQL): The AQL for the performance standards above is 100%.

7. Evaluation Method: COR will document the official time and date review or report is received.

8. Incentives (Positive and/or Negative): None.

GENERAL INFORMATION

This request for proposal is for USTRANSCOM and AMC Information Technology (IT) Support of Selected USTRANSCOM/AMC C4 Systems and Support Functions at Scott AFB, IL. This request will result in two awards to one (1) contractor.

PROPOSAL SUBMISSION

Proposals will be submitted in four files: for USTRANSCOM File # 1 is the Technical Proposal, File #2 Price Proposal, for AMC File #3 is the Technical Proposal, File #4 Price Proposal. The Technical Proposal shall not exceed 50 pages for each proposal. In addition, to the technical and price proposals, a copy of your company's Dunn & Bradstreet Past performance report and a copy of the staff resumes. Please send files zipped/compressed. Proposals are to be submitted by e-mail to lisa.goins-berntsen@dla.mil.

BASIS FOR AWARD

This acquisition will be under the ASCP ITES Program.

The non-price factors, when combined, are substantially more important than price. All sub-factors are equally weighted. The factors are: Factor 1, Management, Factor 2, Past Performance/Experience, Factor 3, Technical Approach, Factor 4, Price.

The award decision will be made based on the determination of the best value to the government; although the non-cost factors are, when combined, more important than cost, cost will become of more importance the closer the ratings are for the leading offerors in the non-cost factors.

Award may be made from the initial offeror without discussions.

EVALUATION FACTORS

Factor 1: Management

Sub-factor A: Understanding the Government's Requirement: Demonstrate satisfactory understanding of the Government's requirements and level of effort (LOE) needed to meet mission objectives. Describe your management approach for extended operations during wartime contingencies and emergencies in a command and control environment; and demonstrate your ability to provide executive level support on a 24x7 basis. Address any major problems anticipated by the offeror and plans to resolve these problems; provide an example of a related Information Technology (IT) project in a similar facility of similar scope and complexity that the offeror has encountered and the methods and considerations used to analyze the problem, the resources brought to bear, the interrelationships other systems had on the solution, and the final solution/action taken to solve the problem.

Sub-factor B: Availability of Resources: Provide a sound staffing approach as reflected in a personnel matrix that identifies the necessary labor categories to perform the tasks in the PWS. Demonstrate availability of sufficient numbers of appropriately selected personnel with appropriate licenses and certifications, knowledge, experience, skills and talents, and ability to meet the Government's needs in all areas of the PWS without detrimental interruptions of other work; identify at least 6 proposed key personnel for each major task who will be performing actual tasks and provide resumes to include addressing joint command experience; demonstrate your ability to provide Secret, Top Secret (TS), and Top Secret/Sensitive Compartmented Information (TS/SCI) cleared personnel as needed in a timely manner; provide evidence of capability to effectively recruit, train, and retain adequate personnel resources to sustain acceptable performance; and demonstrate ability to provide surge support during wartime contingencies in a command & control environment.

Factor 2: Past Performance/Experience (1-3 Total)

Sub-factor A: Similar Scope and Complexity: Submit past performance information on at least one (maximum of three) specific related contracts/work efforts which offeror provided performing projects of similar scope and complexity, active within the last 3 years, and which demonstrate the ability of its current organization to perform service of similar scope and complexity to this requirement to include, but is not limited to: training for individual course curriculum development and responsive tailored training, information operations, information assurance, information protection, future information security technology, web application development, network engineering support, system administration, equipment maintenance, configuration management, inventory management, executive level support, satellite communications, program management, and video teleconferencing.

Sub-factor B: Quality of Service: Submit past performance information on at least one (maximum of three) specific related contracts/work efforts which offeror provided performing projects of similar scope and complexity, active within the last 3 years, and which demonstrate the ability of its current organization to perform the quality of service that was acceptable to the customer and met the customer's quality requirements; and demonstrate the offeror satisfied contractual requirements including timelines and cost controls, and that the offeror provided accurate and timely reports.

Sub-factor C: Timeliness of Performance: Submit past performance information on at least one (maximum of three) specific related contracts/work efforts which offeror provided performing projects of similar scope and complexity, active within the last 3 years, and which demonstrate the ability of its current organization to perform the services in a timely manner without any unacceptable contractor caused delays which endangered the performance of the contract or the ability of the customer to accomplish its mission; demonstrate adherence to contract delivery schedules, milestone dates, and project completion goals; demonstrate that required reports and other documents were filed in a timely

manner; demonstrate timely responses were made to technical directions and in problem resolution; and demonstrate proactive management processes were utilized to provide timely and accurate problem tracking and maintenance documentation in order to avoid unnecessary performance problems.

Sub-factor D: Customer Satisfaction: Submit past performance information on at least one (maximum of three) specific related contracts/work efforts which offeror provided performing projects of similar scope and complexity, active within the last 3 years, and which demonstrate the ability of its current organization to meet the customers' expectation and requirements, that the offeror adequately committed resources as necessary to resolve problems, complaints, and other issues; and that customers' project goals and objectives were adequately met.

Factor 3: Technical Approach

Soundness of Technical Approach: Proposal must show a sound technical approach through specific discussion of each function set forth in the PWS and a detailed preliminary Transition Plan/Phase-In. The proposal should provide a logical approach that ensures timely support for all tasks as described in the PWS. Proposal must demonstrate experience and capability to perform a wide range of information technology to include: extensive knowledge of transportation policies, procedures, practices, and standards; Joint Command experience; familiarity with all aspects of Communications Security (COMSEC) management and associated COMSEC material; credible Information Assurance (IA) experience in an operation/command & control environment; capability to perform training (development, presentation, and maintenance of C4S course material, curricula, and critiques), information operations, information protection, future information security technology, web application development, network engineering support, system administration, equipment maintenance, configuration management, inventory management, executive level support, satellite communications, program management, and video teleconferencing.

Factor 4: Price

The offeror's proposal will be evaluated as a best value selection approach based upon the total cost proposed for the transition period, basic performance period, and all option years. Transition cost needs to be addressed as a separate item and included in total contract cost. The travel and Other Direct Cost (ODC) budgets will be set by the Government. Travel will be in accordance with the Joint Travel Regulation (JTR), Volume 2, Paragraph C6002. There are several tasks in the PWS that are optional tasks at this time; Government requests pricing but does not guarantee work. The Government defines a Full-Time Equivalent (FTE) to be 1900 hours. The Government requests offeror to define how many FTEs will be required for this contract. The incentives/disincentive is performance will be taken into account in reporting past performance and in determining whether to exercise options. This acquisition will use a best value selection approach.

52.217-8 OPTION TO EXTEND SERVICES (NOV 1999)

The Government may require continued performance of any services within the limits and at the rates specified in contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within (insert the period of time within which the Contracting Officer may exercise the option).

(End of clause)

52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within (insert the period of time within which the Contracting Officer may exercise the option); provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least days (60 days unless a different number of days is inserted) before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed

(End of clause)